

Non-collection of children policy

Rosemary Works School

Approved by:	Jacqueline Logue	Date: November 2021
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Last reviewed on:	22/11/21
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Next review due by:	November 2026
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1 Introduction

- 1 On rare occasions, instances occur where children are left uncollected for considerable lengths of time. These guidelines are written to help staff in school respond sensitively yet consistently to ensure the safety and welfare of such children.

2 Parental Information

- On admission to a school, parents should provide:

- Accurate information about who holds Parental Responsibility for their children i.e. names, addresses and telephone numbers.
- Names and telephone numbers of an emergency contact person who can collect their child in the event that they are unable to do so and have not made alternative arrangements
- Information if anyone other than the parent/carer is to collect a child from school.

We ensure that parents are provided with information about the times we are open and the expectation regarding the delivery and collection of children.

This information should be updated at least annually and parents must be told of the need to inform the School Office if there are changes to the details given on admission.

3 Children Not Collected

- i. If any child is not collected at the end of the day, the staff will telephone the parents/carers.
- ii. If there is no response after 15 minutes, the staff will attempt to contact those persons identified as emergency contact numbers.
- iii. The Headteacher and DSL will be contacted for guidance.
- iv. If the school has had no communication with the parents/carers or emergency contacts by 6.45pm the school will contact Hackney Children and Families Services and/or the local police: Hackney Children and Families Services Emergency Duty Team: 020 8356 2710 Shoreditch police: 020 7739 1212
- v. The staff will provide Children and Families Services or the Police with the child's name, date of birth, homes address, and all contact numbers or addresses

provided by the parents. These agencies will be advised if the child has any allergies, medical conditions or SEND.

- vi. If no contact has been made with the family by 7.00pm a member of staff will arrange with the Children and Families Service to hand the child over into their care. A message to the parents will be taped to the inside glass of the main school door, providing them with the number to contact Children and Families Services. Similar messages will be left via email, SMS, answerphone and emergency contact numbers.
- vii. The DSL will follow up with Children and families Services the next day.
- viii. Police will liaise with Social Services and the school to make arrangements for someone to collect and care for the child. Detailed, timed records of the action taken and calls made by the school should be kept. Consideration should be given to subsequently notifying Social Services to investigate the circumstances under Child Protection or Child Welfare procedures/services.

4. Welfare of the Child

- i. Staff will consider the welfare and the privacy of the child. Staff should reassure the child that the failure to collect may be due to traffic or a mix up in communication. Ask them if they know what might have happened, or if someone else was supposed to pick them up.
- ii. Staff should consider if the child may be hungry, thirsty or tired, and make sure they have something to do as a distraction. Ask them if they know what might have happened, or if someone else was supposed to pick them up.
- iii. Staff will stay with the child as long as possible if they do have to be given into Hackney Children and Families care.

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