

Policy on Uncollected Children

St Mary and St Benedict Catholic Primary School has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, the School will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent, carer or designated adult is more than 10 minutes late in collecting their child, the Headteacher and School Office will be informed.
- The Office Staff will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If contact is made and collection cannot be organised immediately, then childcare will be offered and costs explained so parents may choose this option.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Headteacher or member of the management team will call the local social services department for advice. (*Referral and Assessment Service 02476 788555 or Coventry City Council 02476 833333 to access the Emergency Out of Hours Service and ask for the Duty Social Worker*)
- In the event of the social services being called and responsibility for the child being passed to them, the Headteacher will attempt to leave a further telephone message with the parent/carers or designated adult's answerphone. Furthermore, a note will be left on the door of the School's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the School's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the School until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Social Care will aim to find the parent or relative; if they are unable to do so, the child will become looked after by the local authority
- A full written report will be placed in the child's file and the Headteacher will meet with the parents/carers as soon as possible to discuss the incident and liaise with Social Care.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

~ £5 Staylate Charge until 5.30pm, then £5 per 15 minutes to cover staff costs.

Tick Tock facilities will not be offered where there are outstanding fees or the service has been withdrawn due to other incidences of late collection or non-payment. School will proceed straight to referral to Social Services in these cases if a child is not collected on time by an authorised adult.

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