

## **Uncollected Child**

Our 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, High Elms Manor 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 the parent/carer or designated adult is more than 15 minutes collecting their child after a session 9-12 or 1-3 the classroom manager will call the parent/carer or designated adult. The child will be cared for in the classroom and will go through to The Nest if the child has still not been collected by 3.15 pm. The classroom manager will continue to try contacting the parent/carer or designated person.
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, at 4.00 pm the Manager or Deputy will be informed.
- They 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 answer phone 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, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 45 minutes has elapsed, the manager will call the local social services department for advice on 0300 123 4043
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the door of High Elms Manor 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 High Elms Manor 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 High Elms Manor School until they are collected by the parent, carer or designated adult, or alternatively placed in the care of children's social services care team.
- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be charged for the additional hours worked by staff and informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at High Elms Manor School.