



# Bell Farm Primary School

## Uncollected child policy and procedure



### Statement of intent

At Bell Farm Primary School and nursery we work closely with the children, parents and the community to ensure that all the children have the very best start in life and are kept safe.

In the event that a child is not collected by an Authorised Adult at the end of a session/day, including Treetops and other after school clubs, Bell Farm Primary School will put into practice agreed procedures. By Authorised Adult we mean a parent, friend or relative that has been appointed by the child's parent or guardian. These procedures ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### Requirements of Parents

Parents of children joining Bell Farm Primary School or nursery, are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.

### Our Commitment to Parents

We inform parents that we apply our child protection procedures as set out in our Child Protection and Safeguarding Policy in the event that their children are not collected from setting by an Authorised Adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session/day, we follow the following procedures:

### **Procedure For Uncollected Children**

We expect pupils to be picked up promptly at the end of the school day, or at the end of activities where these have been pre booked. If this does not occur we will assume an emergency has caused the delay and will instigate our procedure, unless parents contact us to let us know they will be delayed.

Parents of children who will be collecting their children more than 15 minutes later than our finishing time (11.50am, 12.10pm or 3.30pm for nursery; 3.15 pm for Reception and Key Stage 1 children, 3.20pm for Key Stage 2 children, 4.30pm for after school clubs and 6.00pm for Treetops After School Club) are reminded to telephone us if they are going to be delayed.

For children who are not collected at the expected time, the following procedure will be carried out:-

1. Check with the Secretary/answer phone and/or the Treetops Manager to see if any messages have been received.
2. Call and text the parents and emergency contacts on given contact numbers, if no one is available on these numbers;
3. Contact should be made with the Duty staff member:-

During term time, contact to be made with:

Headteacher (Miss Cooper)

Deputy headteacher (Mr Wasserberg) or

Assistant headteachers' (Ms Greenshields or Ms McAdoo). Use mobile telephone numbers if not in the building.

Two members of staff will remain with the child at all times. Under no circumstances will staff go to look for the parent/carer, nor will they take the child home with them. The school may take the child to Treetops (After School Club) to be looked after by staff in Treetops.

If the child has still not been collected one hour beyond the expected pick up time, and no contact has been established with the parents or emergency contacts, Bell Farm Primary School is legally required to contact Surrey's Children's Single Point of Access (C-SPA), to advise that a child in their care has not been collected for advice and guidance with regards next steps.

Contact should be made with the C-SPA Team for the area in which the Child resides, asking to speak to the Duty Worker.

C-SPA 0300 470 9100 (8am to 6.00pm Monday to Friday)  
Out of hours Emergency Duty Team 01483 517898/07800000388

The C-SPA team will aim to find the parent or relative if the members of staff are unable to do so. If the parents or emergency contacts cannot be contacted by the C-SPA team, the child will be admitted into the care of the local authority,

A full written report of the incident is recorded in the child's file.

### **Late Collection Fees**

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff. Any late collection from Nursery may incur a penalty fee. See Nursery terms and conditions for details of the charges. If the child has been taken to Treetops the school reserves the right to charge the parent/carer the cost of one session at Treetops. Any collection of children attending Treetops, after 6pm may incur a penalty fee. Please see Treetops terms and conditions for details of the penalty fee charges.

### **Other Policies Linked to this Policy**

Safeguarding and Child Protection Policy & Procedure.

Policy source Sidcot School Uncollected Child Policy and Procedure Policy number 1.4

<b>Status of Non-Statutory Policy</b>	<b>Date</b>
Policy created	October 2013
Policy reviewed	October 2021
Agreed by Staff	October 2021
Agreed by Governors	N/A
Review	Every four years (November 2025)