



# Uncollected Child Procedures

<b>Adopted:</b>	May 2021
<b>Reviewed:</b>	April 2025

## Statement of Intent

In the event that a child is not collected by an authorised adult at the end of the school day, the school will put into practice the following procedures. These procedures ensure the child is cared for safely by staff who are 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.

## Procedures

Parents of children starting Fishponds Primary School are asked to provide the following specific information which is kept on file. Parents are also asked that any changes in circumstances are reported to the school as and when they happen:

- 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 who are authorised by the parents to collect their child from the school, for example a childminder or grandparent.
- Who has parental responsibility for the child.
- Pickup Password – Adults who are not named contacts but know the Pickup Password will be allowed to collect the child.
- Information about any person who does not have legal access to the child.

It is the responsibility of the parent/carer to ensure they immediately inform the school of any changes to any of the above information.

On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform the school immediately.

When the usual authorised person who collects the child is unable to do so they must provide the school with details of the name and telephone number of the person who will be collecting their child. The person collecting the child is expected to know the child's Pickup Password. If the person collecting the child does not know the Pickup Password the child will not be allowed to leave with them.

If a child is not collected at the end of the school day and we have heard nothing regarding who is collecting the child we will commence the following procedures:

- The child's records are checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home and/or at work.
- If attempts are unsuccessful to contact the parents, any other contacts on file will be contacted. All reasonable attempts are made to contact the parents or nominated carers in the first instance.
- If no contact can be made within a reasonable timeframe, either the Family Link Worker or a member of the Senior Leadership Team will take over from the Office Team with trying to establish contact with the family.

- If the child is not collected within a reasonable timeframe, the child will be taken to Fishponds CE Primary School After School Club in Fishponds Old Library. Whilst there, they will be kept occupied and offered sustenance, if needed.
- Children will not be allowed to leave After School Club with anyone other than named contacts or those who know the child's Pickup Password.

*Please note, 'reasonable timeframe' is at the discretion of school staff and will vary depending on staff availability, the regularity of late collection and the number of children who are late being collected.*

If the child remains uncollected after one hour and there is no-one who can be contacted to collect the child, the school will apply the following procedures:

- First Response will be contacted on 0117 9036444 for advice and support.
- The Emergency Duty Service for Social Care (Police) will be contacted on 01454 615165.
- Two members of staff will stay with the child until they are collected safely either by the parents, a named contact, an adult who knows the child's Pickup Password or by another professional service such as the police or a social care worker.
- Under no circumstances will staff go to look for the parent, nor will they take the child home with them.
- A full written report of the incident will be recorded on CPOMS/the child's file.
- Fishponds CE Primary School reserves the right to charge parents for the additional hours worked by our staff and/or the cost of their child's attendance at Fishponds CE Primary School After School Club.

<b>Date</b>	<b>Page</b>	<b>Change(s) made</b>	<b>Origin of Change (e.g. TU request, change in legislation)</b>
May 2021	New document		
April 2025	Whole document	Amended to include addition of Afterschool Club and Pickup Passwords.	Change to school provision and collection procedures.