

Tenbury CE Primary Academy



Uncollected Child Policy

'Therefore encourage one another and build each other up'

Thessalonians 5:11

In the event a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive 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.

Procedures

Parents are asked to provide the following specific information when their child starts attending our nursery, 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, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- Information on who has parental responsibility for the child
- Information about any person who does not have legal access to the child.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with details of the name 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.

Our contact number is 01584 810234

If a child is not collected at their expected time, we follow the procedures below:

- The signing in sheet is checked for any information about changes to the normal collection routines. The School Office will also be contacted to check if any new messages have been left.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the other adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the child's admission forms are contacted.
- The child may be taken to afterschool club while we wait for the child to be collected and parents will be charged for this.
- All reasonable attempts are made to contact the parents or nominated carers. The child does not leave the premises with anyone other than those named on the child's records.
- **If no one collects the child within 30 minutes of their expected collection time and there is no one who can be contacted to collect the child, we apply the procedure below for uncollected children:**
 - Contact West Mercia Police via 101 as they may have information regarding the parents/carers
 - We contact the Local Authority children's social care team: Worcestershire Childrens First Family Front Door on 01905 822666
 - The Nursery Leader (or another member of nursery staff) will stay with the child so they have a familiar adult. It may be necessary to relocate to the main school building. The DSL or DDSL will also stay until the child is safely collected either by the parents or by a social care worker.
 - 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.
 - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
 - We ensure that the child is not anxious and we do not discuss our concerns in front of them.
 - Once the situation has been resolved, the reason the circumstances arose will be established will be recorded on 'MyConcern', our safeguarding system, and steps to avoid recurrence will be taken by the school and parents/carers
 - Ofsted may be informed.

Policy last reviewed: September 2026

Date of next review: September 2027