



Bentley Heath C of E Primary School

Uncollected Child Procedure

1. Statement of intent

At Bentley Heath Church of England Primary School 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 the day, our 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. Under such circumstances, the child will be cared for and kept safe in school.

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.

2. Requirements of Parents

Parents of children joining our school are asked to provide the following specific information which is recorded on our Data Checking Sheet:

- Home address and telephone number.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable)
- Names and telephone numbers of adults who are authorised by the parents to collect their child from school, for example a childminder or grandparent
- Information about any person who does not have legal access to the child eg. details of any court orders
- We expect pupils to be picked up promptly at the end of the school day or extra-curricular clubs activities. If this does not occur we will assume an emergency has caused the delay and will instigate our procedure, (detailed in section 4,) unless parents contact us to let us know they will be delayed.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they will 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 will agree with parents how to verify the identity of the person who is to collect their child)
- If parents are not able to collect the child as planned, they must inform us so that we can begin to take appropriate measures. We provide all parents with our contact telephone number: 01564 772132

3. Our Commitment to Parents

- We inform parents that we apply our child protection procedures in the event that their child(ren) is not collected from school by an Authorised Adult within half an hour after school has finished (3.45pm) or 15 minutes after school club (4.30pm).
- If a child is not collected, we will initiate the following procedures:

4. Procedures for Uncollected Children

Parents of pupils who will be collecting their children, on the rare occasion, more than 15 minutes later than our finishing time, are reminded to telephone us if they expect to be delayed.

For pupils who are not collected at the expected time, the following procedure will be carried out by staff:

- Class teacher: check with the School Office to see if any messages have been received
 - School Office: call the parents on given contact numbers, if no one is available on these numbers, the Headteacher / Assistant Headteachers should be informed
 - The child will stay with the class teacher
 - Under no circumstances will staff go to look for the parent/carer, nor will they take the child home with them
 - If the child has still not been collected by 3.45pm if not at a club, or 4.30pm if at a club, and no contact has been established with the parents or emergency contacts, Bentley Heath Church of England Primary School is legally required to contact Solihull MBC Children's Services (Duty Assessment & Referral Team), to advise that a child in their care has not been collected
 - Advice and guidance will be sought from DART regarding next steps
 - The child will stay at school in the care of staff until he / she is safely collected either by the parents or by a social worker
 - If the parents or emergency contacts still cannot be contacted by Children's Services, then the child will be admitted into the care of Solihull MBC
 - Solihull MBC Children's Services DART contact numbers: Office Hours (8.45-5.20pm): 0121 788 4376 Out of Hours: 0121 605 6060
 - A full written report of the incident will be recorded in the child's file.
- If children are not collected by 3.45pm if not at a club, or 4.30pm if at a club on more than three occasions in a term, even if the parent has contacted school, advice and guidance will be sought from DART.