



Our Lady's Preparatory School and Nursery

Uncollected Child Procedure 4.11

Background to the Procedure

All children are to be collected from Our Lady's by 6pm each day by a parent (or authorised adult representative using the established password protocols) unless a later collection time has been previously agreed between the parent and the School / Nursery.

However, Our Lady's appreciates that there may be rare occasions when a child is not collected by the agreed collection time due to unforeseen circumstances. The purpose of the Uncollected Child Procedure is to set out the actions that will be taken when this does occur, as well as to reassure parents that their children will be properly cared for, in order to minimise any distress to the child.

Should a child not be collected by the agreed collection time, two members of staff (at least one of whom will be qualified) will continuously remain on Our Lady's premises with the child, until he or she is collected, with the following procedure being instigated.

- Telephone the parents (and authorised adult if due to collect on that date) using all the contact numbers on the Contact Details form held on file, leaving detailed messages where possible.
- If there is no answer, staff will telephone the emergency contact telephone number recorded on the contact details form.
- Staff will continue to call these contact numbers, leaving further messages and logging the call times.
- If, by 7:00pm or one hour after arranged collection time, no contact has yet been made with the parents, Our Lady's staff will contact Children's Services.
- Staff will remain with the child until Children's Services staff arrive to collect the child from the Our Lady's premises.
- At no point should staff leave Our Lady's premises with the child and at no point should the child be left unattended.
- A full written report of the incident is recorded in the child's file including a written record of all attempts to contact the parents/ guardians and a log of all other calls and responses.
- Depending on circumstances, Our Lady's reserves the right to charge parents for the additional hours worked by our staff.

With the above procedure in mind, it is vitally important that the relevant Contact Details, for parents, authorised adults and in case of emergencies is always kept up to date by parents and provided to Our Lady's staff as and when any such details change.

Recording of Late Collections

If parents are late collecting their child(ren), each instance of a late collection will be recorded by staff and parents will be asked to sign the record (attached as an appendix to this policy) to this effect. These sheets will be kept securely in a Late Collection File in the school / nursery office.

On the third recorded late collection of any child or children, the parents will be charged from 6pm as follows:

- £20 for the first 15 minutes (or part thereof), then
- £20 for the next 15 minutes (or part thereof) and so on.

All late collections from the third late collection will be charged at the above rates and will apply throughout the child's time at Our Lady's.

Please note that the above charges apply per family and not per child.

In the event of parents repeatedly collecting their child late, they will be asked by Our Lady's to review their collection arrangements and revise them as appropriate, in the interest of all parties.

After 6.00pm, two members of staff (at least one being qualified) will remain at Our Lady's with any uncollected children.

Useful Telephone Numbers to supplement the above procedure

- Out of hours emergency team (Bracknell & Wokingham): 01344 786543
- Thames Valley Police non-emergency number: 0845 8 505 505

Monitoring & review

The School will review this Policy every year and any guidance or advice published by the DfE or other relevant bodies will be monitored on an ongoing basis, in the event that ad-hoc amendments or revisions are appropriate outside of this timeframe.

Reviewed: 1 September 2026

Signed:



Acting Head

To be reviewed: 12 months from "Reviewed on" date