



## Our Lady's Preparatory School and Day Nursery

### Uncollected Children Procedure 4.12

#### 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 Children 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 Social Services.
- Staff will remain with the child until Social 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.

#### **Useful Telephone Numbers to supplement the above procedure**

- Out of hours emergency team: 01344 786543
- Thames Valley Police non-emergency number: 08458 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: August 2017**

**Signed:**



**Helene Robinson  
Headteacher**

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