

WALTHAMSTOW MONTESSORI SCHOOL

LATE OR NON-COLLECTION OF A CHILD POLICY

Introduction:

In the event that a child is not collected by an authorised adult at the end of a session/day, the school puts into practice agreed procedures. These ensure the child is cared for safely until parents/carers can be contacted. Local Authorities and Schools have a duty to safeguard and promote the welfare of children. This duty should include making arrangements for dealing with children not collected at the end of a school day, or at the end of a school activity which is authorised by the school and where the Proprietor retains responsibility for the use of school premises. This protocol is an example of arrangements which have been agreed by the Office of Children and Young People's Services, the Police and Local Authority children's Services. Parents/carers should be made aware of the protocol when their child starts school.

Our Approach to Best Practice

Parents/carers of children starting at the school are asked to provide specific information which is recorded on the Admission Form, including:

- home address and **up to date** telephone/mobile number
- workplace, times when at work and telephone number (if applicable)
- names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect their child from the setting
- information about any person who does not have legal access to the child but has parental responsibility for the child.

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

Parents/carers who are not able to collect their child as planned due to emergencies or unforeseen circumstances must inform the school so that back-up procedures can be implemented. If an adult not on the contact list is to collect the child, a password may be used and their details added to the list. Parents/carers are provided with the contact telephone number of the school.

If a child is not collected within 15 minutes of the end of the session/day, and no message has been received, the following safeguarding procedures are implemented. •

The adults whose telephone numbers are recorded on the Admission Form are telephoned by a member of staff (admin/Principal/teacher).

- The child stays with a member of staff until the child is safely collected either by the parents/carers or by a social worker. If it is at lunchtime the child may join the lunch children and subsequently join in with the afternoon session and if it is at the end of the day the child can go into the Tea Timers' group.
- All calls and numbers tried will be logged, recording the time and whether a message has been left.
- In addition, relevant emails will be sent and the school texting service used to send a message requesting urgent contact.
- All reasonable attempts will be made to contact the parents/carers. If there is no success at making contact with any adults named, the most senior member of school staff is informed.
- The child should not leave the premises with anyone other than those named on the Admission Form and any other the school has been notified of in an emergency.
- As per the School's Terms & Conditions, the late collection of a child will incur a late fine.

If a child is not collected within one hour of the end of the session/day, and no message has been received the following safeguarding procedures are implemented.

- If there is no-one who can be contacted to collect the child, Social Services (Duty Officer) Referral and Assessment team is contacted for advice. **After all phone numbers have been tried this will be at approximately 13.30pm for morning children and 4.00pm for afternoon children.**
- Under no circumstances should staff go to look for the parent, nor should they remove the child from school.
- A full written report of the incident will be recorded in the pastoral file by their teacher or Principal.
- If and when the parents/carers collect the child, they are asked for a contact number that can be used in future before they leave with the child.
- If no-one collects the child after 1 hour from the end of the school day for a 2nd time that term, details must be logged by the child's teacher to add to the child's records. The Principal will seek advice from Social Services and a letter will be sent to parents/carers by the school informing them of this action.

Major Incident:

If an accident occurs which results in a large number of children not being collected, Social Care will be contacted at the earliest opportunity, because it may be necessary to accommodate the children in a single location until appropriate arrangements can be made. If the nature of the incident is serious, it may be the arrangements will form part of the Authority's emergency plan (ref: Critical Incident Policy).

This policy was adopted on: 1st February 2016

Date last reviewed: 3rd September 2026

Date to be reviewed: 3rd September 2027