

Burnside Primary School

Wrap Around Care



Uncollected Child Policy

Approved by: Headteacher **Date:** 9th February 2024

Last reviewed on: February 2024

Next review due by: February 2025

Policy Statement:

In the event that a child is not collected by an authorised adult at the end of a session, we will put into practice procedures outlined in the policy. These procedures ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We are aware that there may be an unexpected situation that may delay or prevent you from collecting your child. It is vital that you contact the nursery so we are able to reassure your child and make plans for staff to stay with them until either yourself or an emergency contact collects them.

IT IS VERY IMPORTANT AND YOUR RESPONSIBILITY TO ENSURE ALL CONTACT NUMBERS ARE UP TO DATE. CHANGES TO ANY OF THE INFORMATION HELD SHOULD BE SHARED WITH STAFF IMMEDIATELY

If you are unable to collect your child:

- Let the staff know by telephoning the school office on 01207 234020
- If the person collecting is familiar to The Ark and has been to the and met the staff before, just their name and relation to the child is required. Staff will ensure that the message is passed onto all the staff in your child's room.
- If a parent is informing The Ark that a person unfamiliar to the setting or staff is to collect your child, the parent will be informed that the agreed password (on your child's registration form) will need to be shared with the person collecting

IF YOU HAVE NOT GIVEN THE ARK PERMISSION FOR SOMEONE ELSE TO COLLECT YOUR CHILD, WE WILL NOT LET YOUR CHILD LEAVE THE SCHOOL. IF SOMEONE DOES ARRIVE TO COLLECT YOUR CHILD AND WE HAVE NOT BEEN ADVISED OF THIS, WE WILL CALL YOU FOR CONFIRMATION.

If a child is not collected at the end of the session, we will follow the following procedure:

- Records/message books are checked for any information about changes to the normal collection routine.

- Parents are contacted at work or at home.
- If this is unsuccessful, the emergency contacts provided by the parent upon registration will be contacted.
- All reasonable attempts are made to contact the parents or emergency contacts.
- If the child is not collected after 30 minutes and efforts to contact parents and other named persons, we will begin the procedure for uncollected children.

We will contact our Local Authority First Contact Service on **03000 267 979**. The child will stay at the setting in the care of two members of staff until the child is safely collected either by parents or by a social care worker.

UNDER NO CIRCUMSTANCES WILL THE STAFF GO AND LOOK FOR PARENTS OR TAKE THE CHILD HOME WITH THEM.

The Ark closes at 5.30pm. Please ensure you arrive with enough time to collect belongings and ask any questions. Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by staff, details of all charges can be found in the Terms and conditions on your registration form.

Equality Statement

At The Ark, we are committed to ensuring equality of opportunity for all pupils, staff, parents and carers irrespective of race, gender, disability, belief, sexual orientation, age or socio-economic background. We aim to develop a culture of inclusion and diversity in which all those connected to The Ark feel proud of their identity and are able to participate fully and with enjoyment in our wrap around care facilities.