



**Maple Grove  
Primary  
Non-Collection of  
Children Policy**

At Maple Grove Primary School, we recognise that in the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified practitioners who are known to the child.

### **Aim;**

In the event that a child is not collected by an authorised adult, our staff will ensure that the child receives a high standard of care in order to cause as little distress as possible. Parents will be informed of the procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Methods**

- Parents of children starting at the setting are asked to provide specific information which is recorded on the Registration Form, including:
  - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
  - place of work, address and telephone number (if applicable);
  - mobile telephone number (if applicable);
  - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
  - information about any person who does not have legal access to the child; and
  - who has parental responsibility for the child?
- On occasions when parents are aware that they will not be at home or in their usual place of work, they must record how they can be contacted in a Collection / Late Book (or similar system).
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they must record the name, address and telephone number of the person who will be collecting their child in the collection book. We will agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform staff so that they can begin to implement the back-up procedures. Parents are provided with the contact telephone number of the setting. We also inform parents that - in the event that their children are not collected from the setting by an authorised adult and the staff can no longer supervise the child on the

premises – the safeguarding children procedures are applied as set out in the safeguarding children policy.

- If a child is not collected at the end of the session/day, our staff will follow the following

procedures:

- The Collection Book/Late Book is checked for any information about changes to the normal collection routines.

- If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form – are contacted.

- All reasonable attempts are made to contact the parents or nominated carers.

- The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book.

- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we will apply the procedures for uncollected children.

- The local Intake and Assessment team will be contacted.

- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;

- Children's Services will aim to find the parent or relative. If they are unable to do so, the child

will be admitted into the care of the local authority.

- A letter explaining what has happened will be posted through the letterbox of the parent on the way to Buxton Road

- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.

- A full written report of the incident is recorded in the child's file.

- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

- Ofsted must be informed (telephone number 08456 40 40 40).

### **Children left behind at the end of the School Day / Clubs.**

Clubs have a general duty to ensure that pupil records are kept up to date.

All clubs have an up to date register of children's names.

Parents/carers are informed that they should make every effort to contact the club if they are going to be delayed in collecting their children.

Clubs must also ensure that parents are informed as a matter of routine that should a child be left at the club for an unreasonable amount of time after the club has ended that Social Services will be contacted. In these events Social Services can treat the matter under the Child Protection Procedures as an issue of abandonment/neglect. The same procedure applies as for the Non Collection of Children (outlined above)

In the event of a child being left behind at the end of the club, clubs should make every attempt to contact the parent/carer or emergency contact person who is able to collect the child.

If unable to contact parent/carer or emergency contact person, please contact the Duty Social Worker in the First Response Team by 6pm to alert them of the possibility that a child has been left at school. (If the child is known to Social Services direct contact should be made with the relevant team and social worker).

You will need to leave a voice message and a return contact number.

All efforts will be made to stay at the club in familiar surroundings for as long as possible as this is in the child's best interest.

If the parents arrive to collect the child after a call to Social Services First Response Team has been made, then Social Services will be contacted again to inform the social worker that the matter has been resolved.

If the parents fail to collect the child, and the child is not known to Social Services, the club will complete a Child Protection referral form including as much information about the child and their family as possible and fax the details over to First Response.