

EARLY YEARS UNCOLLECTED CHILD POLICY

Updated September 2022

Uncollected Child Procedure

When a child has not been collected at the correct time, a member of staff will inform the teacher in charge/member of JLT or duty/Head of Juniors.

The person in charge of the Early Years/ASC at this time will check if any messages have been left with:

- The staff member the child was dropped off with when they arrived that day
- The school office
- All senior staff/member of JLT on duty
- Any letters that parents may have addressed to Early Years staff informing them of any other possible arrangements

Failure to Collect

- If a parent fails to collect their child after a session, staff will endeavour to contact the parents or other family members using the emergency contact numbers.
- If in school time, JLT members at school will be informed
- If a parent is late, staff will use the contact details to try and reach the parent
- If the parent cannot be contacted, another family member from the registration document on SIMs will be phoned to collect the child
- If the parent is located or a family member is contacted, then the incident will be recorded and the matter will be discussed between the family and the Head of Juniors at an arranged meeting.

Where a late collection message has been received and the Early Years is still operating:

- Ensure that the staff ratio is adequate whilst the child is waiting to be collected

Where a late collection message has been received after ASC closes at 6pm:

- The member of staff in charge of the Early Years/ASC/member of JLT on duty will make arrangements for two members of staff to stay with the child, one of whom must be at least Level 3, or equivalent, qualified.
- Kate Millichamp (Head of Juniors) will be informed that a child will be on site after 6pm
- Parents will be invoiced for the late collection.

Where no late collection message has been received:

- The person in charge of the Early Years/ASC will contact the parent/carer to establish at what time the child will be collected.
- If unable to contact the parent the person in charge of the Early Years/ASC is to leave messages on all contact numbers for the parent/carer and continue trying. Record details of each call for future reference.
- The person in charge of the ASC will make arrangements for two members of staff to stay with the child, one of whom must be at least Level 3, or equivalent, qualified.
- If unable to contact the parent/carer then a member of JLT will be informed that a child will be on site after 6pm.
- The person in charge of the ASC will continue to contact the parent/carer/emergency contact every 15 minutes and they will leave messages where possible. Record details of each call for future reference.

Messages should include:

- The name of the person leaving the message
- The setting you are calling from



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- Time of call
- Who will be staying with the child
- Contact numbers for them to phone
- Names of other contacts that you have made contact with (family members)

If by 7pm no contact has been made with parents/carer/emergency contacts then the following will be contacted:

- Police to establish if an accident has occurred, as it's possible the parent/carer has been delayed by this
- Relevant authorities will be informed, including Local Safeguarding Children's Board to give advice on next steps to take and followed through as required. Social services will be contacted first.

Phone numbers are 0345 6789021 (Shropshire Council Customer Services) and ask for the Initial Contact Team if after 5pm call 0345 6789040

- If the parent is not located or a family member is not found, the child will remain in our care.

September 2022

Ryan King

Head of Early Years



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