



HOLY TRINITY
Church of England Academy (South Shields)

Uncollected Children Policy

The school's uncollected children policy has been adopted to support safety and well-being of our children

Our school has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session [morning or afternoon], the school will ensure that all children are collected by a parent, carer or designated adult. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- After 5 minutes the class teacher or office staff will try to contact the named parent / carer.
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Headteacher or senior member of staff will be informed.
- The Headteacher or senior member of staff will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and it is 5.00pm, the Headteacher/senior member of staff

will call the local Children services department for advice.

- In the event of Children's services being called and responsibility for the child being passed to a child protection agency, the Headteacher/senior member of staff will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the School's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Children's services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the School's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.

Under no circumstances will a child be left in the care of another parent.

- The child will remain in the care of the school until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Children's services.
- Incidents of late collection will be recorded by the Headteacher/Senior member of staff and discussed with parents/carers at the earliest opportunity.

If parents and carers are persistently late from After School Clubs, they will be informed that persistent late collection will result in the loss of their child's place at the Club.