



## **CNS** CROSSENS NURSERY SCHOOL – Procedure to be implemented in the event of late or non-collection of a child

### **Introduction**

The importance of children being collected on time cannot be underestimated. Children who remain uncollected will inevitably become worried and upset. 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 can be contacted.

#### **1. Provision of up to date contact details.**

Parents are asked to provide the following specific information which is recorded on the Admission Form and pupil collection form, including:

- home address and **up to date** telephone/mobile number
- workplace and telephone number (if applicable)
- names, addresses and telephone numbers of adults who are authorised by the parents 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.

- I. On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform the school office.
- II. Parents 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 it is an adult not on the contact list that is to collect the child a password may be used and their details added to the list. *A child collection form must be filled out and the individual informed of the password. (This can also be communicated over the phone).*

#### **2. In the event of a late collection (5 mins after the end of the session) - the following actions will be taken:**

- I. **First Occasion** - Parent to be given a verbal reminder of the importance of collecting their child on time
- II. **Second Occasion** - Parent informed by letter of charges to be incurred in the event of a future late collection
- III. **Third Occasion** - Implementation of the following charge: If more than 5 minutes late after the session time has ended there will be a £5 charge for every 5 minute block after this time.

#### **3. If a child is not collected after 5 minutes of the end of the session / day, and no message has been received the following safeguarding procedures are implemented:**

- I. The adults whose telephone numbers are recorded on the Admission Form are telephoned by a member of staff.
- II. All calls and numbers tried are logged, recording the time and whether a message has been left
- III. All reasonable attempts are 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.

4. **After all phone numbers have been tried** (*this will be at approximately 12.20pm for morning children, 3.50 pm for afternoon and 3.20pm for children staying for full days*).
  - I. If there is no-one who can be contacted to collect the child, contact the police and The Multi-Agency Safeguarding Hub and ask to be put through to the Duty Social Worker - telephone number **0151 934 4481 / 4013** for advice.
  - II. In the unlikely event that a child has not been collected out of hours, Sefton Plus Customer Access Team provides a service outside of normal working hours, that is, during the night-time and at weekends **0151 934 3555**
  - III. Under no circumstances are staff to go to look for the parent, nor do they remove the child from school.
  
5. **A full written report** of the incident must be recorded in the Welfare Concern File by their teacher or headteacher.

**Policy Approved by Governors: November 2021**

**Review Date: November 2024**



