



Highters Heath Nursery School

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mind.

Article 19: You have the right to be protected from being hurt or mistreated, in body or

Uncollected Child Policy

Rationale

From time to time parents or carers may have difficulties in arriving at the end of the session to collect their children. This may happen for a variety of reasons and in isolated incidents the Nursery will always attempt to contact parents and care for the child until the parent can collect them.

However, in the event that a parent may not be contacted, or when a child is repeatedly uncollected, the Nursery must have procedures in place to support the child and parents.

Aims

- To ensure that a child is cared for appropriately in the event that no authorised adult is available to collect him/her
- To identify clearly for staff, parents and governors the procedures that will be followed in the event that a child is not collected
- To share procedures with adults, parents and carers

Process

This process has been endorsed by Children's Social Care, the Police and Birmingham Safeguarding Children Partnership.

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause them as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Parents of children at the setting are asked to provide specific information which is recorded on our Admissions Form, including:

- Home address and telephone number
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names, addresses and telephone numbers of adults who are authorised by parents to collect their child, for example grandparent or childminder



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- Information about any person who does not have legal access to the child
- Who has parental responsibility for the child
- Any change of contact details

Parents/carers' contact details are checked regularly and parents/carers are asked to notify us immediately of any changes to these details.

Highters Heath Nursery School will make it clear to parents/carers in writing the normal finish times for the school/activity or the arrangements for children to be collected at the end of the school day/activity. Any changes will be notified to parents/carers in writing.

Procedures

Parents should be aware that only adults of 16 years and over are allowed to collect children. In the event that a child is not collected at the end of the session we follow the set of procedures listed below:

- We will contact the parent/carer by telephone if parent is more than 10 minutes late
- If unable to contact parent/carer we will contact the named people who are authorized to collect the child
- If contact cannot be made with parent/carer or an authorised person at the first attempt we will continue to call up to one hour after the agreed collection time
- Where known we will also contact other settings that siblings attend to see if they are experiencing the same problem.
- If the child has not been collected and it has not been possible to contact a parent or named carer, 1 hour after the agreed finish time for the school day/activity, a phone call will be made to the Children's Advice & Support Service (CASS) on 0121 303 1888. CASS will act in a co-ordinating role in the first instance.
- If the child has an allocated social worker, the school will contact the social worker, or the allocated team manager via Children's Advice & Support Service (CASS) (0121 303 1888 option 2)
- The school will organise a rota to allow at least two staff to stay until responsibility for the child is handed over.
- The DSL will maintain a record of incidents where parents do not collect a child from school or other activities. Any child welfare concerns arising out of such an incident(s) will be dealt with in accordance with the child safeguarding procedures of the school.

Note that the CASS switchboards close at 5.15 p.m. (4.15 Friday) after which the Emergency Duty Team must be contacted. The contact details for CASS and the Emergency Duty Team are as follows:

**Children's Advice & Support Service-
Emergency Duty Team-**

**Tel No 0121 303 1888
Tel No 0121 464 9001**



Procedures after CASS are contacted

- 1) CASS will give advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If there are any concerns about the welfare of the parent/carer, CASS will, on a case by case basis ask the local police to visit the home address.
- 2) If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected from the school. If there is a genuine reason for the relative or carer being unable to do this, CASS will liaise with school about possible arrangements for the child to be taken to the address though this will occur only under exceptional circumstances.
- 3) In making decisions, Birmingham Children's Trust and the school will prioritise interim care arrangements that best meet the child's personal and emotional needs.
- 4) If the combined attempts to contact a parent or appropriate carer by the School or CASS remain unsuccessful 1½ hours after the normal end of the school day/activity, Birmingham Children's Trust will normally make a decision to assume care of the child and arrange for him/her to be taken to a place of safety.
 - a) For children with health care requirements it is expected that the health care plan will include a risk assessment and plan to meet the needs of a child not picked up or dropped off at home by home-to-school transport.
- 5) By 17.15hrs CASS will confirm the arrangements with the school and with those caring for the child at that time, before the CASS closes and also hand this information over to the EDT team. The Emergency Duty Team will continue to liaise with the school as appropriate until an appropriate emergency placement is identified.
- 6) Plans for transporting the child will take into account staff availability out of hours, the need for adequate insurance cover, appropriate gender balance, in car safety, and any information about special needs or behavioural difficulties etc. provided by the school/organisation. Where possible, two adults should be present. If there is a shortage of staff, or adequate arrangements a mini cab could be used with a suitable escort.
- 7) The school will send a letter to the parent/carer notifying them of the incident and of the arrangements that were made to care for the child. *(An example of this letter can be found at Appendix A).*

Concerns about the child's welfare

- 8) The Head Teacher / Teacher should meet with the parent on the next working day and outline the actions that the school had to take and why.
- 9) Where more than one incident occurs, repeated episodes of late collection with notification or where there are reasons for concern regarding the ability of parent(s)/carer(s) to collect their child, the Head Teacher will:
 - a) Initiate a discussion between the school and the parent to identify a strategy for addressing these concerns.



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- b) Where agreement cannot be reached with parents or in cases where there are child protection concerns, a referral to CASS will be completed and Social Care Services will be invited to contribute to identifying the strategy for addressing the concerns and safeguarding the child.



APPENDIX A – Letter to parents (example)

Dear Parent/Carer's name

Re:

On.....(day). Your Child(ren)name(s)

were not collected/ received at the end of the school day, and we were unable to contact you or your named carer(s). As a result, in order to safeguard and promote the welfare of your child(ren), we implemented the 'procedure for dealing with children not collected/received at the end of the school day'.

This procedure, which has been agreed by our school, Children's Social Care Services, the Police and the Birmingham Safeguarding Children Partnership, involved us contacting Social Care Services in order that arrangements could be made to ensure your child was safe.

I hope that the reasons for your child not being collected are not serious. It is important that this situation does not arise again. Therefore please could you come to the school on

Date:

Time:

To meet with:

If you wish to find out what action was taken by Children's Social care you can contact them on 0121 303 1888 for further information.

Yours sincerely