

St Matthew's Bloxam Church of England (VC) Primary School



Uncollected Child Policy

April 2025

RATIONALE

There are always the odd occasions when a parent/carer is held up, or an emergency occurs and they are not able to collect a child on time, due to circumstances beyond their control. We are sympathetic to the circumstances that may arise and will always seek to support families and provide a safe and secure environment for an uncollected child. If possible, we would ask you to advise us that you will be late, in order that we can reassure your child.

However, when there is persistent late collection, we see an impact upon a child's emotional well-being and levels of distress. It also becomes difficult for staff to meet the full requirements of their duties and the quality of provision for the other children can suffer as a result.

This policy outlines the procedures we follow when a child is not collected on time.

UNCOLLECTED CHILDREN

All collections of children are guided by the general procedure in school, i.e. a child/children may only be collected by a recognised person, unless prior permission has been given. In KS2 (Years 3-6), parents can give permission for their children to walk home on their own but this is usually with other friends and at the end of the school day (not after after-school activities – unless specific permission has been given to the supervisor of the activity). In the event of a child being uncollected, staff will follow this procedure:

1. 10 minutes after the end of the school day (3.25 pm in Reception and Key Stage 1 and 3.30 pm in KS2) the teacher will take the child/children to the School Office.
2. Office staff will then telephone parents/carers to ascertain the reason for the delay.
3. If parents cannot be contacted then the next priority contact from the data information will be contacted.
4. If parents are due to arrive within the next 10 minutes, then the children will remain in the Reception area outside the office. Children will always be reassured that an adult is on the way to collect them.
5. If there is no contact within 30 minutes, then the child/children will be placed in the on-site after-school provision (Building Blox). If children are not already registered with Building Blox, the school will provide a copy of the data collection sheet*. The school will contact parents to inform them of the arrangements. Parents will be expected to pay for the time their child/children have spent at the after-school club. Any disagreements should be taken up with the Head teacher and not the after-school provider, who is providing a service for the school.

** Please be aware that, should the need arise, the school will share pupils' personal information with Building Blox.*

6. Building Blox policy:

- In the event of a child/children not being collected the manager or supervisor on duty will monitor the time for up to half an hour.
- If after 6.00 pm, the child/children still has not been collected, the manager or supervisor will make every effort to contact parents by telephone, or other contact numbers provided.
- If after all this has failed and it has not been possible to make contact, the manager or supervisor will contact a member of SLT
- SLT will contact emergency Social Services department to arrange for the child/children to be collected.
- Police will then be informed as to the child/children's whereabouts in case of parent enquires.

PERSISTENTLY LATE COLLECTIONS

Parents who are persistently more than 10 minutes late will be expected to meet with the Learning Mentor and/or the Headteacher and any difficulties discussed. We are always happy to accommodate parents and support their circumstances wherever we can. It may be that we can offer an Early Help meeting with fellow professionals who are able to offer support for families who may be experiencing difficulties.

The children's well-being is always at the heart of the decisions we make. We will not expect a child/childrento wait more than 20 minutes outside the office, unless in exceptional circumstances after speaking to a parent/carers. The after-school provision offers an opportunity to play alongside friends in a safe and fun environment, enabling the children to become less anxious or worried about their situation. We expect parents/carers to support our professional judgements.

Policy approved – Spring 2025

Review – Spring 2028