

## **Shiplake CE Primary School and Little Squirrels@Shiplake Primary**

### **Non-collection of Children Policy**

#### **Procedure for Uncollected child**

In the event of a child not being collected at 3.30pm (12 noon for children attending part time) follow the outline procedure below:

Ask the child(ren) who should be collecting them that day.

Reassure the child at all times that Mummy/Daddy or whoever should be collecting them will be contacted soon.

The child(ren) will stay with a member of staff (normally the Foundation Stage Teacher).

Ensure that no message had been received and not passed on to the Foundation Stage Teacher.

**Fifteen** minutes after the expected time of collection (i.e. 3.45pm) phone the home/mobile telephone number of the parent/carer who would normally be collecting the child. The child will remain in the class with the class teacher.

#### **Phone answered**

If person is there, inform them of the situation and ask them to come immediately.

Inform the child that contact was trying to be made and the outcome.

#### **No answer**

If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible arrange collection. If no answer on these numbers, wait 5 minutes before trying the numbers again.

The Foundation Stage Teacher/Keyworker(or familiar person from the school) remains with and reassures the child.

Foundation Stage Teacher/Keyworker informs the Headteacher of the situation and the attempts made to contact the parents/person who should be collecting the child(ren).

Try the telephone numbers again

Try emergency numbers again

If still no response from contact numbers and emergency contacts Headteacher to decide whether to phone Children's Social Care or Out of Hours Support for advice and next steps.

May 2023 (3 year review)