

# 5 Steps Academy

## Uncollected Child Policy

At 5 Steps Academy, we work closely with the children, parents and the community to ensure that all our children are kept safe. On occasions when a child is not collected by an authorised adult at the end of a day, we will put into practice agreed procedures. We will ensure that the child will be taken care of so as to cause as little distress as possible.

### Requirements of Parents:

Parents of children joining The Hayes Primary School are asked to provide the following specific information:

1. Home address and telephone number
2. Place of work, address and telephone number
3. Mobile telephone number (if applicable).
4. Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child.

If parents are not able to collect their child, they must provide us with written details of the name, relationship to child and telephone number of the person who will be collecting their child. We will agree with parents how to verify the identity of the person who will be collecting their child.

### Procedures when child is not collected:

1. If a child has not been collected, the school should make every possible attempt to contact the parent(s)/carer(s). The child may well be able to indicate if something out of the ordinary has happened at home (e.g. parental illness or absence). On some occasions another parent may offer to take a child home with them. Schools should never release a child into the care of another adult without the consent of the parent(s)/ carer(s). Neither should members of staff take, or drive, children to their home or to the home of the child(ren).
2. Initial attempt to contact parents/carers should be made when 15 minutes have elapsed after school closing time. After 30 minutes have elapsed contact with all emergency numbers supplied by the family should be attempted.

3. If no contact has been successfully made and no one has arrived to collect the child when one hour after school closing time has elapsed, then the school should contact Child Protective Service Helpline: 1800-777 0000 and provide name, date of birth and address of the child; the names of the parents/carers and their contact numbers plus any other relevant information regarding the child and their family.
4. The Duty Social Worker will make arrangements for the child until the parent(s)/carer(s) can be traced. Please wait with the child in school until the social worker arrives, or, in exceptional circumstances, it is agreed that the school will bring the child to the Social Care Office
5. These arrangements can also be implemented in the following circumstances:
  - Where a parent does not arrive to collect the child and no contact can be made because the telephone numbers (including any emergency numbers) provided by the parent/carer have been cut off or are unobtainable.
  - Where the person calling to collect the child is not considered an appropriate adult, eg is under age, appears intoxicated, and it has not been possible to contact the parent/carer or the emergency contact.
6. Once the child is in the care of Social Care, they will take the responsibility for tracing the parent(s)/carer(s).