

# Uncollected Child Policy Whole School & EYFS



**Regulation ISSR: Part 3**  
**Reviewed and updated by:**  
**Miss L McConville, Miss E Scott and Mrs A Barber**  
**Approval: Full Governor Board**  
**Last Review: Autumn 2025**  
**Next Review: Autumn 2026**

This policy will be amended before the review date if necessary.

## Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session, the Early Years, Prep and Senior sections of the school put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner, in order to cause 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 children will be properly cared for.

We undertake to look after the child safely throughout the time that she remains under our care. This policy should be read alongside our Child Protection & Safeguarding Policy.

## Procedures

Parents of children starting at AESG, or at any subsequent joining point are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone numbers of adults who are authorised by the parents as emergency contact numbers.
- Place of work, address and telephone number.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

If there is an occasion when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing of any change of contact details

## Early Years (Nursery and Pre-School)

The Nursery and Pre-School operates All Year Round from 7:30am to 6pm. Pupils in Nursery and Pre-School will receive provision in their rooms until the closing time of 6pm.

If after 6.10pm, a child has not been collected, the Nursery Manager or staff member in charge will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records. The manager or member of staff in charge will also inform the member of SLT on duty.

The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff

ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.

The child must not leave the school premises with anyone other than those named on the registration forms or nominated by parent through communication.

If no one collects the child after one hour and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children:

- The Nursery Manager or staff member in charge will contact our local authority children's safeguarding team (Cheshire East 0300 123 5012 – before 5pm or 0300 123 5022 – after 5pm) and follow their direction, including contacting the LA in which the child resides.
- The child stays at school in the care of two members of staff until the child is collected either by the parents or other authorised persons.
- Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances must staff go to look for the parent, nor should they take the child home with them unless agreed with the local children's safeguarding team.

## **Prep School**

For Prep or younger, when parents or the person normally authorised to collect the child are not able to do so, they provide us with the name of the person who will be collecting their child.

- We agree with the parents how to verify the identity of the person who is to collect their child.
- A password provided by the parents/carers when the child starts at AESG supports the verification process.

At the end of every day we will ensure that all the girls are collected by a parent, or designated adult, in accordance with our end of day procedures. However, if a pupil is not collected at the correct time the following actions will take place:

- Any uncollected girls (Reception-Year 6) will be taken to the after school facility, Fun At The Edge if the child is not collected 10 minutes after collection time (3:15pm for Reception-Year 2 and 3:30pm for Years 3-6). The class teacher will check in with the Prep School Secretary to let him/her know that there is an uncollected child and they are safely in Fun At The Edge.
- Records will be checked and the Prep School Secretary consulted to ascertain whether any changes to the normal collection routines have been made.
- If no information is available, parents/carers are contacted at home or work by the Prep School Secretary.
- If contact with parents is made and they are unavoidably delayed for a considerable time, the child will be looked after at Fun At The Edge and an invoice raised by the club, commensurate with the length of stay.
- If the child has been attending an extra-curricular activity, the member of staff responsible for that activity will wait with the child and try to make contact with the child's parent/guardian. After ten minutes, if the parents have still not arrived, the child is to be taken by the staff member responsible for the activity, to Fun At The Edge and the Head of Prep informed.\*
- All reasonable attempts will be made to contact the parents or nominated carers.
- The child must not leave the school premises with anyone other than those named on the registration forms or nominated by parent through communication.
- If a child is not collected by 5:45pm, then the FATE staff will aim to make contact with the parents. The member of SLT on duty will also be informed.

- If no one collects the child after one hour and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children:
  - We contact our local authority children's safeguarding team (Cheshire East 0300 123 5012 – before 5pm or 0300 123 5022 – after 5pm) and follow their direction, including contacting the LA in which the child resides.
  - The child stays at school in the care of two members of staff until the child is collected either by the parents or other authorised persons.
  - Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
  - Under no circumstances must staff go to look for the parent, nor should they take the child home with them unless agreed with the local children's safeguarding team.

\*in the absence of the Head of Prep, another member of the SLT should be informed (the member of SLT on duty)

### **Senior School**

In the Senior School, if a pupil is not collected, she should report to Reception who can then make calls to emergency contacts on the system to ascertain where the parent(s) is and when they will collect their daughter. All pupils have access to Homework Club which runs until 5:45pm every day, so the pupil will be able to work there until collected.

If there is no answer when the contacts are made, we will follow the safeguarding procedures (as above) to contact the relevant authorities and put in place support to ensure that the pupil is safe. A full written report of the incident will be recorded in the child's file.