UNCOLLECTED CHILD PROCEDURE

SEPTEMBER 2026

Date of adoption of this policy	1st September 2026
Date of last review of this policy	1st September 2026
Date for next review of this policy	1st September 2027
Policy owner (SLT)	Headteacher, DSL, French and English Deputy Heads
Authorised by	Headteacher and Proprietor

Introduction

In the event that a child is not collected by an authorised adult at the end of a session/day, the school puts agreed procedures into practice. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care 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.

Procedures

Before their child's intake, parents are asked to provide the specific information via the online Back to School Questionnaire.
These information are (and parents are asked to notify the office of any changes to these during the school year):

• Home address, telephone numbers (home, work and mobile), emails
• Names & telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
• Information about any person who does not have legal access to the child.

- On occasions when parents are aware that they will not be at home or in their usual place of work, they have to inform us of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child.
- The school has to verify the identity of persons who are to collect pupils in exceptional circumstances.
- Parents are informed that if they are not able to collect the child as planned, they must inform the school so that the pupil is welcome in "garderie" with the minimum distress and as soon as possible.
- The school's contact details (telephone, email) are communicated to parents.
- Parents are informed that the school's Child Protection Policy & Procedures will be implemented as required and in the event that their child is not collected from setting by an authorised adult at the end of the day (i.e. 6.30pm).

If a pupil is not collected at the end of the session/day, the school implements the following procedures:
- The Headmistress is informed.
- The pupil's file is checked for any information about changes to the normal collection routines. If no information is available, parents/carers are contacted.
- If the school is unsuccessful, the adults registered as authorised for pick up by parents in the online Back to School Questionnaire are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The pupil does not leave the premises with anyone other than those named on the Back to School Questionnaire.
- The school will then contact Camden Children and Families Contact Service at 0207 974 1553/3317 (9am to 5pm) or 0207 974 4444 (option 1) – outside office hours, weekends or bank holidays).
-The pupil stays at school in the care of two members of staff and/or school owner until the pupil is safely collected either by the parents or by a social care worker.
- 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 do staff go to look for the parent, nor do they take the pupil home with them.
- A full written report of the incident is recorded in the child's file.