



Bishop's Castle Primary School

Uncollected Child Policy

Date: November 2025

School lead: Katie Froggatt

Governor lead: Andrew Teale

Next review: November 2026

In the event that a child is not collected from by an authorised adult by their expected collection time we will put into practice agreed procedures. The child will receive a high standard of care to cause as little distress as possible.

We will inform parents/carers of our procedures so that if they are unavoidably delayed they will be reassured that their children will be cared for properly.

Procedures

Parents are asked to provide the following specific information when their child starts attending our nursery which is recorded on our Admission Form:

- Home address and telephone number
- Place of work, address and telephone number (if applicable)
- Mobile telephone number
- Name and addresses, telephone numbers of adults who are authorised by the parents to collect their child from nursery
- Who has parental responsibility for the child
- Emergency contact details including name, address and phone number for a person who could be contacted in the event that we are unable to contact parents/carers

We are dependent on parents ensuring that they keep us up to date with any changes of telephone numbers to enable us to keep our records up to date.

On occasions when parents are aware that they will not be at home or their usual place of work, they inform us in writing of how they can be contacted.

On occasions when parents, or persons normally authorised to collect their child, are not able to collect the child they provide us with the written details of the name, address and telephone number of the person who will be collecting their child.

Parents are informed that if they are not able to collect their child as planned that they will inform us as soon as possible by contacting the school office on 01588638522

If a child is not collected at their expected collection time, we will follow the procedure below:

- The register is checked for any information about changes to normal collection routines. If no information is recorded, parents/carers are contacted at home or at work.
- If this unsuccessful, the adults or Emergency contact who are authorised by the parents to collect their child are contacted.
- All reasonable attempts are made to contact parents or other named authorised adults.
- The child does not leave the premises with anyone other than those named on the Admission Form.

If no-one collects the child within 30 minutes of their anticipated collection time and there is no named authorised person who can be contacted to collect the child, we apply the procedures for uncollected children.

- Contact West Mercia Police via 101 as they may have information regarding the parents/carers
- Contact First point of Contact 0345 678 9021 – last call as police is the priority at this stage

- The child stays at nursery in the care of two nursery staff, one of whom will be the supervisor or the deputy supervisor until the child is safely collected either by the parents or by a social care worker, or another person specified by social care.
- 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.
- We will ensure that the child is not anxious, and we do not discuss our concerns in front of them.
- Once the situation has been resolved, the reason the circumstances arose will be established and will be recorded and steps to avoid recurrence will be taken by the school and parents/carers
- Depending on the circumstances, we reserve the right to charge parents for the additional hours the child remained at nursery.
- Ofsted may be informed.