



Amington Heath Primary School and Nursery
Late Collection Policy

School Own Policy

Approved on: 08/02/2021

Review by: 07/02/2022

Procedures

Parents of children starting at Amington Heath Primary School and Nursery are required to provide the following specific information which is recorded on our registration form:

- Home address and telephone number
- Place of work, address and telephone number (if applicable)
- Mobile number (if applicable)
- Names, addresses, telephone numbers of at least two emergency contacts
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with details of the name, address and telephone number of the person who will be collecting their child. If the person collected is not known to staff members, a password will be agreed.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures.

We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult 30 minutes after the setting has closed and the staff can no longer supervise the child on our premises.

Late Collection Procedures

Should a parent be late to collect their child for any reason we shall ensure that their child is suitably cared for and remains unaware of any problem as far as possible. Any uncollected child will be provided with a meal/snack and drink as and when necessary. The child will remain in the care of at least two members of staff.

If a child has not been collected at the stated time, the following procedure will be put into place:

- If a child has not been collected 15 minutes after their session time and there has been no contact from the parents/carers or from emergency contacts numbers, then a member of staff will attempt to contact the child's parents.
- All children's emergency contact details are recorded on SIMS and CPOMS.
- The parent will be contacted. If no response. Mobile numbers will be contacted. If no answer from mobile/land line, try and leave messages.
- If no response, then the child's emergency contact numbers will be called, and arrangements for collection will be made.
- If the child remains uncollected after 30 minutes and parents or emergency contacts have not responded then staff will contact First Response. The circumstances will be discussed with First Response and the advised action will then be taken.
- If a child is still in the setting after the normal closing time, then two members of staff will remain with them and continue to try and contact parents as above. If the child remains

uncollected after 30 minutes and parents or emergency contacts have not responded then the School will contact First Response. The circumstances will be discussed with First Response and the advised action will then be taken.

- First Response will be given Headteacher/Office Manager/Nursery Managers contact numbers to follow up on action/s taken.
- The incident will be recorded on CPOMS.

Nursery Only

- Depending on individual circumstances, the school may charge a late collection fee of £5 after 5 minutes and £15 after 15 minutes and for every 15 minutes thereafter.

First Response Contact Details:

Telephone: **08001313126**. Alternatively, if the telephone line to First Response is busy they can be contacted by email at FirstR@staffordshire.gov.uk (Monday – Friday 8am – 8pm). The email should state the name of the person notifying the concern, the setting, a contact phone number and an appropriate time for a return call to be made.

Ofsted Contact Details:

0300 123 1231

Enquiries@ofsted.gov.uk

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