

UNCOLLECTED CHILD



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STRIVE Inclusive
Academy

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1. Purpose

If an authorised parent/guardian does not collect a child, Strive IA will ensure that the child receives the highest standard of care to prevent distress. Strive IA ensures that every parent/guardian is entirely aware of our procedure if they are unavoidably delayed.

2. Our procedure

1. During the booking process, all parents/guardians must provide us with all relevant contact information, which we store in our registration documents for future use. The information required will be:
 - Home address
 - Home telephone number (if parents/guardians do not have this, we will require an alternative contact telephone number of a close relative or neighbour)
 - Place of work, address and contact telephone number
 - Mobile telephone number
 - Names, addresses, telephone numbers, and signatures of adults authorised by the parents to collect their child from the setting, such as a childminder or grandparent
 - Name of person who has parental responsibility
 - Any information on any persons who do not have legal access to the child.
2. If there are any occasions in which the parent/guardian will be unavailable via any of the information provided, we must be informed immediately in writing with updated contact information
3. If there are any occasions in which the designated parent/guardian cannot collect the child, we must be informed immediately in writing with the information of the person collecting the child. They must follow the pickup procedure upon arrival for collection.
4. We inform all parents/guardians that if they cannot collect the child as planned, we must be contacted on the duty phone (07585119066) to begin our backup procedures.
5. If a child is not collected at their designated collection time, we follow these procedures:
 - We check their registration file to ensure no changes to their regular collection routine have been made
 - If no information has been provided regarding the abnormality we contact parents/guardians on their home, mobile or work telephone numbers provided
 - If this proves unsuccessful, we contact any other adult whose information we may have stored on the child's registration file



- All efforts will be made to contact either the parents/guardians or the nominated adult on the registration file
- The child will remain within our care and on our premises until one of the nominated adults arrives to collect them. In no case will the child leave with any unauthorised adult
- If the child is not collected within an hour of the agreed collection time and contacting the parent/guardians has failed, we will contact the local authority children's services team.
- Once contacted, the child will remain on our premises under the care of two of our thoroughly vetted staff members (one of whom is the manager) until either a parent/guardian or social services collect them
- Under no circumstances will either us or the child leave in search of a parent/guardian
- During the whole process, we ensure that the child remains calm and in no case will any of our concerns or information regarding the case be discussed around the child
- A full written report will be completed and recorded in the child's file once the incident has been settled
- Depending on the circumstances, we reserve the right to charge the parents for additional hours

3. Child missing in education:

When a student has not been attending regularly, and we deem their absence as unauthorised, or we are unable to contact parents/guardians or carers, we will immediately contact the link person in the local authority and comply with the guidance regarding children missing in education:

<https://www.buckinghamshire.gov.uk/schools-and-learning/school-attendance-and-supporting-children-in-education/refer-a-child-not-receiving-a-formal-education-to-us/>