



Normanhurst School

Non-Collection of Children Policy

Main School and EYFS

Procedures to be followed by staff when a child in Early Years is not collected on time:

We expect children to be picked up promptly at the appropriate time. If this does not occur we will assume an emergency has caused the delay and will instigate the procedure below unless we receive notification of the delay.

If a child is not collected within 10 minutes of the agreed collection time, we will call the contact numbers for the parent or carer. If there is no answer, or in the event of leaving a message no return call, then we will call the emergency numbers for this child as provided to the School. If this occurs at the end of the school day, 3:15pm, then the child will remain with a member of staff known to them. During this time the child will be safely looked after. A child may be taken to the After School Club for which there will be a charge.

If the late collection occurs during lunchtime collection at 11:30am or after lunch at 12:30pm then the child will remain in the early years setting whilst the session continues and the above procedure will remain the same.

If there is no response from the parents' and/or carers' contact numbers or the emergency numbers within a 2 hour period or when school is closing, the Safeguarding service will be contacted by the Child Protection Officer or Deputy Child Protection Officer. They will make emergency arrangements for the child and will arrange a visit to be made to the parents' house and will check with the Police.

There will be a full written report of the incident.

Procedures to be followed by staff when a child in Years 1 to 8 is not collected on time:

We will, throughout, look after the child safely during the time he or she remains in our care in accordance with the legal requirement incorporated in the EYFS Statutory framework.

Normanhurst School staff have an obligation to stay with any uncollected child at the end of the session or day, within reason until that child is collected.

The School must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person and the member of staff in charge should check this description before permitting the child to leave.

The School Office will keep a record of any children not collected by the due time. This will note the date, time at which the child was collected, who collected the child, and the reason given. In the event that a child is not collected by the due time on three occasions in one academic year, a letter will be sent to the parents pointing out the difficulties late collection causes. This could lead to further action being taken or a charge being made.

If a pupil has not been picked up by parents after school from an after-school activity or club, the teacher should inform the School Office and ask for the parents to be contacted immediately. If outside office hours, the teacher should contact parents him/herself using contact information from the pupil. The teacher should wait with the pupil in a safe place until collection. The After-School Club will normally be held until 6pm.

If there is no response from the parents' and/or carers' contact numbers or the emergency numbers when school is closing, the Safeguarding service will be contacted by the Child Protection Officer or Deputy Child Protection Officer. They will make emergency arrangements for the child and will arrange a visit to be made to the parents' house and will check with the Police.

There will be a full written report of the incident.

KEY CONTACTS WITHIN THE SCHOOL

DESIGNATED SAFEGUARDING LEAD (WHOLE SCHOOL INCLUDING EYFS)

NAME: Jacqueline Job

CONTACT NUMBER: 020 8529 4307

DEPUTY DESIGNATED SAFEGUARDING LEAD (WHOLE SCHOOL INCLUDING EYFS)

NAME: Patrick Clair, Grace Coates, Nadia Low ten Que

CONTACT NUMBER: 020 8529 4307

NOMINATED GOVERNOR FOR CHILD PROTECTION

NAME: Matthew Hagger

CONTACT NUMBER: 020 8508 3109

KEY CONTACTS WITHIN THE LOCAL AUTHORITY

The **WALTHAM FOREST LOCAL SAFEGUARDING CHILDREN BOARD** is able to provide advice and consultancy and is the first point of contact for schools and education services should an allegation against an adult working within an education setting arise.

CONTACT NUMBER: 020 8496 2762

LOCAL AUTHORITY DESIGNATED OFFICER (LADO) 020 8496 3646 or 020 8496 6310

DEPUTY DIRECTOR OF CHILDREN SERVICES: 020 8496 1375

EDUCATION CHILD PROTECTION OFFICERS: 020 8496 6309

020 8496 6310

EDUCATION WELFARE SERVICE: 020 8521 4311

REFERRAL TO THE WALTHAM FOREST MULTI-AGENCY SAFEGUARDING HUB

Where schools have **URGENT** and **IMMEDIATE** concerns for the safety and welfare of a child or young person telephone **020 8496 2310 (9am-5pm) or 020 8496 3000 (out of normal hours)**

If the school believes that there is an immediate risk of significant harm to a child, contact the Police on **999**.