Uncollected children policy

Our academy has the highest regard for the safety of the children in our care – from the moment they arrive to the time that they leave.

- At the end of every session (morning or afternoon), we will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be followed.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Headteacher or senior member of staff will be informed.

- The Headteacher or senior member of staff will call the parent, carer or designated adult. They will use any other emergency contact details available in order to try to ascertain the cause for the delay and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.

- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary. The child will be able to access the After School Club provision.

- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and it is 5pm, the Headteacher/senior member of staff will call the local Children Services Social Care for advice.

- In the event of Children's Social Care Services being called and responsibility for the child being passed to the Sunderland Safeguarding Children Partnership (SSCP), a child protection agency, the Headteacher/senior member of staff will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone.

- Under no circumstances will a child be taken to the home of a member of staff, or away from the academy's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.

- Under no circumstances will a child be left in the care of another parent.

- The child will remain in the care of the academy until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Together For Children's Social Care team.

- Incidents of late collection will be recorded by the Headteacher/Senior member of staff and discussed with parents/carers at the earliest opportunity.