



ALTRINCHAM PREPARATORY SCHOOL

Uncollected Child Policy

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| Author: | Mrs Yvette Bonfante – Designated Safeguarding Lead |
| Responsible Person: | Mr Nick Vernon – Headmaster |
| Date of last review: | January 2026 |
| Summary of changes: | Inclusion of EYFS arrangements |
| Date of next review: | November 2026 |

This policy applies to Altrincham Preparatory School, including the EYFS. It is available to current and prospective parents upon request and is published on the School's website.

This policy sets out the School's procedures for uncollected children.

On rare occasions, a child may not be collected from School at the end of the day or for children in the EYFS at the end of a session. These guidelines have been put into place to help staff respond appropriately to ensure the safety and welfare of our children.

Daily Dismissal Procedures (EYFS and Year 1)

- Children are dismissed by teachers at the end of the school day/session - children not collected will be supervised by staff in a safe area. A member of staff or the School Office will contact the parents/guardians to check who is collecting the child.
- If contact with the parents/guardians is not successful and it is at the end of the School day, the child will be taken to After School Care.
- If contact with the parents/guardians is not successful and it is at the end of a morning session, the child will remain in the relevant provision.
- If the parent/guardian informs the staff member/office that they will be at the School within 10 minutes, the child will wait in the safe area. If the parent/guardian is going to be longer than 10 minutes, the child will be taken to After School Care if it is the end of the school day or will rejoin the relevant provision.
- Children are only dismissed into the care of others if the known parent/guardian has informed us of the name of the person who will be collecting the child, and that person can identify themselves and provide the password on file for the child.
- All staff are made aware, via the School's MIS, of children in their care for whom there are special restrictions on who can/can't collect the child.
- If no contact with parents/guardians has been made by 5.30pm, a member of the Senior Leadership Team will be informed.
- For children not collected by 6.15pm refer to the procedure for uncollected children below.

Daily Dismissal Procedures (Year 2 to 6)

- Children are dismissed by teachers at the end of the school day - children not collected by 3.35pm (Year 2) / 3.55pm (Years 3 to 6) are brought to wait in the main reception area while the School Office contacts the parents/guardians to check who is collecting the child.
- If contact with the parents/guardians is not successful, the child will be taken to After School Care.
- If the parent/guardian informs the office that they will be at the School within 10 minutes, the child will wait in the main reception area. If the parent/guardian is going to be longer than 10 minutes, the child will be taken to After School Care.
- Children may only walk home alone if the parent/carer has given permission and agreed by the school. This is typically only applicable for children in Year 6.
- Children are only dismissed into the care of others if the known parent/guardian has informed us of the name of the person who will be collecting the child, and that person can identify themselves and provide the password on file for the child.
- All staff are made aware, via the School's MIS, of children in their care for whom there are special restrictions on who can/can't collect the child.
- If no contact with parents/guardians has been made by 5.30pm, a member of the Senior Leadership Team will be informed.
- For children not collected by 6.30pm refer to the procedure for uncollected children below.

Keeping us up-to-date - requirements of parents

Parents/guardians of all children are asked to provide specific information for school records and are asked to review the information held on their child at the beginning of the School year. It is important that if there are any changes, parents inform the school so that records can be updated and the most current details are held. Information about any person who does not have legal access to the child must also be given. If parents are aware that they will not be at home or in their usual place of work, they should inform the school of how they can be contacted.

If parents or the persons normally authorised to collect the child cannot collect the child, they must provide the school, either by telephone or email, with details of the person who will be collecting their child and ensure that the person collecting has the child's password.

If parents/guardians cannot collect their child as planned, they must inform the school as soon as possible.

The contact information needed from parents/guardians for their child's record include:

- Home address and home telephone number (if applicable)
- Mobile telephone number
- Work telephone number (if applicable)
- A minimum of 2 contact numbers are held for each child in case of emergency
- Names and telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent
- Who has responsibility for the child
- Information about any person who does not have legal access to the child

In addition to this, parents/guardians are encouraged to inform school when they are aware that they will not be at home or in their usual place of work, they should inform us in writing of how they can be contacted.

If parents/guardians cannot collect their child as planned, they must inform the school of the alternative arrangements for collection of their child by email or telephone (admin@altprep.co.uk / 0161 9283366).

Our commitment to parents

The school will use the child protection procedures as set out in our Safeguarding and Child Protection Policy in the event that a child is not collected from school by an authorised adult by 6.30pm. In the event of late or non-collection of a child by an authorised adult, the main concern of the staff will be for the safety and welfare of the child. The school will put into practice agreed procedures to ensure that the child receives a high standard of care in order cause as little distress as possible. An authorised adult will be a parent, friend or relative that has been appointed by the child's parent or guardian.

Procedure for uncollected children

The school expects children to be picked up promptly at the end of the school day, at the end of a session for children in the EYFS or at the end of any after school activities/after school care. If this does not occur, the school will assume an emergency has caused the delay and will instigate child protection procedures, unless parents make contact to let the school know they will be delayed. However, for children who remain uncollected an hour after the end of the school day and the school has exhausted all efforts in contacting parents/guardians and emergency contact numbers, the school is legally required to contact Children's Social Care, for advice and guidance. Contact will be made with the Social Care Team for the area in which the child resides. If the parents/guardians or emergency contacts cannot be contacted by Children's Social Care, the child will be admitted into the care of the local authority. The child will stay in the school, with two members of staff until the child is safely collected, either by an authorised adult or by a social worker.

Social Services will aim to find the parent or relative and if they are unable to do so, the child will become looked after by the local authority.

If there are any immediate, urgent concerns about a child's safety, the school will contact the Police 999 Emergency number. A full written report of the incident will be recorded on our Safeguarding reporting platform, CPOMS.

In case of emergency, contact the police on 999.