

FELTONFLEET SCHOOL

UNCOLLECTED CHILD PROCEDURE

The staff are aware that sometimes parents are delayed when due to collect their children so we operate an uncollected child policy.

Parents are asked to telephone the school if at all possible if they are going to be late.

If a child is not collected at the expected time

- A member of staff will attempt to phone the parent on their contact numbers, home, mobile and work. The child will be reassured and looked after accordingly.

In Calvi

- A Nursery child who was due to go home at 12.00pm will be taken to the dining hall and offered lunch with full-time children if the parent has not arrived or contacted us by 12.10pm.
- At 12.30pm a member of staff will try the second parent's numbers and if unsuccessful in contacting either parent/carer, the emergency contact numbers.
- The office will continue through the afternoon to make contact while the child is reassured and accommodated in the afternoon Nursery session.
- Where a child attending full-time school is not collected at 3.30pm a staff member will try to contact the parent on their mobile, home and work numbers. By 3.45pm if there is still no message or contact achieved, the second parent will be contacted, and then the emergency contacts.
- The child will stay playing in Calvi so long as there is a member of staff there to look after them.
- If all staff in Calvi need to leave, the child will be taken to the Prep School and placed in the care of a member of the administrative team or Matron to await collection. This would be the norm if there were uncollected siblings in the Prep. School, in order to unite the family. They will be reassured.
- A message will be left on the door of Calvi, together with messages on all phone contacts, informing the parent where the child is.

Junior Department

- On Monday, Tuesday and Thursday, a child who was due to be collected at 4pm would be accommodated into the prep session until 5pm. Parents would be contacted and a message left if unobtainable. If the child is not collected at the 5pm pick up then they would go to Blue Peter club in the boarding House until 5.30pm and then remain with the boarding staff and given boarders supper if still uncollected.
- On Wednesday, a child due to be collected at 3.45pm would go to senior prep until 5pm and then to the boarding house if still uncollected.
- The office would continue to try to make contact with parents.

- Emergency contacts would be tried if parental contact has still failed after several attempts.

Seniors

- On Monday – Thursday any child not collected after the 5.30pm pick up would be taken to the office and contact with parents attempted. If this failed they would join with the boarders for tea and activities.
- The office would continue to try to make contact with parents.
- Emergency contacts would be tried if parental contact has still failed after several attempts.

All

- On Fridays, a child who remains uncollected after 4pm, would be looked after by a member of the SLT until parents or emergency contacts can be reached.
- In the remote event that no parental/family contact can be achieved by early evening and the child is still uncollected, the Social Services Duty Desk would be contacted.

Staff 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 member of staff responsible should check this description before permitting the child to leave.

Sue Ward
Reviewed February 2011
Subject to annual review