



UNICORN SCHOOL

PROCEDURE TO BE FOLLOWED IN THE EVENT OF A PARENT OR CARER FAILING TO COLLECT A CHILD AT THE APPOINTED TIME

This policy applies to all children at Unicorn School, including those in the EYFS.

To be updated annually by the Head.

RESPONSIBILITY

Staff Member:

Head

Last Reviewed:

March 2026

Next Review:

March 2029

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This procedure applies to all children at Unicorn School, including those in the EYFS.

Procedure available on the school website.

If a child is not collected by an authorised adult at the appointed time, members of staff will ensure that the child is cared for safely and reassured by the staff so that any distress is avoided.

Parents/carers can feel reassured that if they are unavoidably delayed, their children will be properly cared for.

All members of staff are aware of the following procedures which are aimed at resolving such situations quickly and calmly.

- Full contact details for the parents/ carers/ guardians of children starting at Unicorn are taken early during the application and registration process, including home and work telephone numbers and mobile phone numbers of parents and nannies (if applicable).
- Names and telephone numbers for at least two emergency contacts who are authorised to collect children are also recorded on the child's electronic record, for example a grandparent or neighbour.
- The school must also be made aware if there is any person who does NOT have legal access to the child.
- When parents are aware that they cannot be contacted on the details given, for example they will not be at work/ home or available by mobile, then they must inform child's class teacher.
- Additionally, when the parent has planned for another person to collect the child they must inform relevant staff members.
- If a parent is running late or is prevented from collecting their child at short notice, the school must be contacted so that arrangements can be made for the care of the child.

However, in the event of a child not being collected at the end of a session and staff not having been made aware of any change in circumstances then the following procedure will be put into place:

- Staff will take them to the office. If appropriate they will be invited to join WAC.
- A member of SLT will take responsibility for the child until collection has been resolved.
- Staff will check for any notification of a change in circumstances.
- The teacher will then inform the office staff who will call the parents and nanny (if applicable).
- If parents cannot be reached, staff then try to contact the authorised adults named as emergency contacts on the child's record.
- In the unlikely event of a child still not having been collected after all reasonable attempts to contact parent or other authorised adults then, as a last resort, the police will be contacted.