



BROCKHURST & MARLSTON HOUSE SCHOOLS

Including all of the Pre-Prep Department and Early Years Foundation Stage

UNCOLLECTED CHILD POLICY

Brockhurst & Marlston House Schools (the School) is committed to providing the best possible care and education to its pupils, and to safeguarding and promoting the welfare of children and young people. This policy is written with that commitment in mind, and in accordance with KCSIE September 2025.

Reviewed: September 2024

Next Review: September 2026

This policy applies to all pupils including those pupils in the **Early Years Foundation Stage**.

In the event that a child is not collected by an authorised adult at the end of a day, the school puts into practice agreed procedures. These ensure that the child is cared for safely by experienced and qualified practitioners who are known to the child.

Aim:

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Parents of children starting at Brockhurst and Marlston House and Ridge House are asked to provide specific information which is recorded on our Registration Form, including:

- Home address and telephone number
- Place of work, address and telephone number (if applicable).
- Mobile telephone numbers

Parents are asked to ensure that all emergency contact information is kept up to date and are reminded annually to review and update this information.

Other information parents are expected to communicate to school include:

Information about any person who has legal access to the child and who has parental responsibility for the child.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they should inform us of the name and telephone number of the person collecting the child.



Procedure:

End of day registers are used to account for each child and their collection/after school activities/ attendance at late class. At the end of each day, children who do not go home, go into an after school activity club
Registers are taken at the start of each session so that all children can be accounted for.

EYFS and Form 7 and 8 pupils are collected from their classroom doors. All other children are dismissed to parents, carers or designated adult at designated sign out areas.

If an EYFS child is not collected by 3.50pm they will be taken to After School Club which runs from 3.50-6 pm.

The school will try and contact the child's parents and 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.

If a child is uncollected by **6pm** and we have not received a phone call from parents to advise us that they will be late or are unavoidably delayed, the child will get taken to the dining hall where they will be given supper and supervised. If the parent or carer then arrives, the child must sign out with the member of staff on boarding duty.

At 6.20 p.m., after supper, if the child is still uncollected, they will stay with the boarders and be looked after by a member of the boarding staff. A member of the boarding staff will then try again to contact the pupil's parents again. After prep, the school will try to contact the parents again and then contact the DSL or Deputy DSL.

A decision will be taken in accordance with the School's child protection policy and procedures as to whether the School should also contact children's social care in line with local procedures.

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

The child will remain in the care of the school until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services. The emotional wellbeing of the child will be considered at all stages. Staff will ensure children are supported and comforted during any period of unexpected delay.

Incidents of late collection will be recorded and if a pattern emerges the DSL will discuss with parents/carers at the earliest opportunity.