Hampton Court House

Uncollected Child Policy

Last Updated: January 2026

Next Review: January 2027

Reviewed by ACB

Uncollected Child Policy

This policy applies to Hampton Court House School and Hampton Court House Early Years (hereafter known as "the school").

Statement of intent

1. The school day ends at the times published in the pupil planners and school website. This does vary depending on the year group and the day of the week. There are some exceptions to these timings, such as trips and ends of term; parents will be notified of these changes in writing.

2. In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by a member of staff who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

3. 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.

Procedures

4. Parents of children are asked to provide the following specific information which is recorded on our school central system - iSams:
    a. Place of work, address and telephone number (if applicable).
    b. Mobile telephone number (if applicable).
    c. Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
    d. Who has parental responsibility for the child.
    e. Information about any person who does not have legal access to the child.

5. On occasions when parents 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.

6. On occasions when the parents or the persons normally authorised to collect the child are not able to collect the child, they should provide us with written details of the name, address and telephone number of the person who will be collecting their child.

7. If parents are unable to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.

8. If a child is not collected within 20 minutes of the end of the session/day, we follow the following procedures:
    a. If the child is based in the Little Courtyard, they will be walked over to the main building and reception and will therefore need to be collected from there.
    b. The child's file is checked for any information about changes to the normal collection routines.
    c. If no information is available, we will attempt to contact parents/carers using all contact numbers provided.
    d. If this is unsuccessful, we will attempt to contact those adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Registration Form.
    e. All reasonable attempts are made to contact the parents or nominated carers.
    f. If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the following procedures for uncollected children.

i. We will inform the school's safeguarding team.
ii. We may in certain cases contact the relevant social services care team (Single Point of Access/SPA) on 020 8547 5008 (out of hours 020 8770 5000).
iii. The child will stay in the school in the care of a fully-vetted worker until the child is safely collected either by the parents or by another authorised person.
iv. Social Care will attempt to find the parent or relative. If they are unable to do so, the child will be looked after by the local authority.

g. The child will not leave the premises with anyone other than those named on the Registration Form or in their file.
h. In no circumstances should staff go to look for the parent or take the child home with them.
i. A full written report of the incident is recorded in the child's file.
j. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
k. With regards to sibling supervision, in which a younger sibling attends Prep and Play until 4pm when their older sibling finishes school:
    i. On the rare occasion when a parent has not arrived to collect both siblings, the staff running Prep and Play should email Reception and the Form Tutor of the older sibling to inform them.
    ii. The sibling can remain in Prep and Play for 20 minutes if the older sibling is in the Little Courtyard, before both being walked over together by the older sibling's form tutor or suitable member of staff.
    iii. If the older sibling is based in the main building, the younger sibling should again remain in Prep and Play for 20 minutes before being walked over, or if contact is made with the parents, they may be walked over sooner with an available member of staff.

9. Should a parent be persistently late in collecting a child, the Safeguarding Team will treat this as a welfare concern and report it to the relevant authorities.