



Wychwood School

## **ARRANGEMENTS WHEN A CHILD IS NOT COLLECTED POLICY**

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**Review: November 2020**

**Date of Next Review: November 2022**

Where a child is not collected from school, the child will usually let the school know either in the staff room or in the school office. Where a new or younger child is involved, staff should be vigilant and enquire of a child who is looking lost or confused at the points in the day when pupils are collected i.e. at tea break, during the break between first and second prep, and after second prep. This policy also applies to situations after school trips if the parent or guardian does not collect a child. The number of times a child has not been collected should be a factor in all actions and decisions.

The word parent is used in the remainder of this document to indicate the person collecting the girl, even where it might be a guardian, another relation or a family friend.

The following procedure should be followed. It is important to keep calm, to reassure the girls and to make brief written notes at each stage.

1. Check whether the pupil has agreed the correct collection time to the parents, especially after a trip when such times may have changed; if not, make a decision depending on the time interval in question as to whether to wait or telephone the parents. Girls should never be left alone in school or outside school. However, they can be left to wait in school IF the member of staff responsible knows the parents are on their way and there are other staff such as house staff or Gap Assistants on duty in the staff room for the full journey time.
2. Ask the girl if there is anyone else that we can contact who might know where her parents are and act accordingly.
3. Encourage the girl to return to the Library if this is prep time or to an activity or to a lesson depending on the time. It helps if the girl can be kept busy and her mind off her missing parents.
4. If the girl thinks that she and her parents agree with the school as to the collection time, text and telephone the parents on their mobiles to establish their whereabouts. If there is no answer on the mobile, consult PASS and telephone on the landline if there is one.
5. If there is no response within ten minutes, reassure the girls that her parents may be driving and e-mail.

6. If, after 30-60 minutes dependent on the distance the parent has to travel, staff still do not know where the parents are, reassure the child and alert the Head or a member of SLT.
7. Assess whether the girl needs food or drink and make sure she is comfortable physically.
8. Reassure her that she can always stay the night at Wychwood if appropriate and alert the Housemistresses if necessary.
9. The Head or member of SLT should be on their way to school and staff can hand over to them once they arrive.
10. The Head or member of SLT will review the information available on arrival and will make a decision about whether to contact the police or not and what further action to undertake. Initially such contact should be made on 101, the non-emergency number. If the decision is made to call the police, ***from this point onwards, follow all directions given by police.***

It is worth remembering that in the large majority of situations, nothing untoward has happened to the parents.