



UNCOLLECTED CHILD POLICY

The Club has the highest regard for the safety of the children in our care-from the moment they arrive to the moment they leave.

Late collection will put unacceptable pressure on the childcare staff and school staff. If there is a problem in getting to the club on time then the parent/carer must ring the club to advise of the reason for the delay and make alternative arrangements for collection of the child.

At the end of every session, the Club will ensure that all children are collected by a parent/carer or designated adult, in accordance with the Arrivals and Departures policy. If for any reason a child is not collected at the end of a session the following procedures will be activated:

- If a parent/carer or designated adult is more than 15 minutes late in collecting their child, the Manager/supervisor will be informed.
- The Manager/supervisor will call the parent/carer or designated adult and use any other emergency contact details available to try to ascertain the cause for delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply. Contact will be made using the information on file.
- While waiting to be collected, the child will be supervised by at least 2 members of staff who will offer them as much support and reassurance as necessary.
- If, after repeated attempts, no contact is made with the parent/carer or designated adult, and a further 30 minutes has elapsed, the Manager will call the local children's services department for advice, **Tel-0845 603 5620, Out of hours: 08456004555**
- In the event of social services being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the front door of the Club informing the Parent/carer or designated adult of what has happened. The note will inform them of their child's safety and instruct them to contact the children's services department.
- Under no circumstance will the child be taken to the home of a member of staff, or away from the Club's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain under the care of the Club until they are collected by the parent/carer or designated adult, or alternatively placed in the care of children's services.

Parent should please consider that the lateness of the person responsible for collection of the child will cause considerable concern to Staff and Child (ren) involved.