



# Uncollected Child Policy

Last updated 21.04.11

Play Service

**To prevent an incident of a child not being collected we will advise parents of the following:**

- The times we operate.
- Advise parents to leave reasonable time for their journey making allowances for traffic.
- Have in place a lateness fee to discourage late arrivals, making this on admission and displaying this information.
- Have alternative contact numbers for emergency use.
- Provide the parents and carers with our contact details.

## **Procedure**

**In the event of a child not being collected on time**

FOLLOW ALL STEPS BELOW:

### **1. Contact the parent/carer**

Depending on the circumstances we will call the parent immediately or may allow 10 minutes journey time. If we can not get through to the parent we will use the alternative telephone number/emergency number on the registration form.

**Two members of staff must be with the child at all times.**

### **2. Recording information**

When a situation of an uncollected child occurs we will complete an incident report.

We will record the times you called and how long we have waited, this information may be requested by social services or to support the issuing of a late collection fee.

### **3. Social Service**

If we are unable to contact any person on the child's registration form then we will find a safe environment to wait. We will continue to call the numbers provided and wait with the child until we receive a response.

We will decide how long we will wait with a child before we contact the social services (Most Schools wait around 1 hour). Discretion will be used; social services will be our last resort.

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If we fail to get through to a parent/carer we will then need to contact Social Services who will arrange for suitable care.

#### 4. Informing parents/carers

We will pass on all contact details to the Social Services; If possible we will leave a message on the Parents answer phone informing them of the situation. A sign with the relevant contacts details will be displayed on the door.

SAMPLE

Whilst every effort has been made to ensure the accuracy of the information provided, The Out of School Development Team cannot accept responsibility or liability for any errors which may have occurred. This policy has been created as an **example only**. Providers must write their own policy specific to their setting.