

Uncollected Child Policy and Procedure

The purpose of this policy is to ensure that any child who is not collected from the setting at the agreed time is cared for appropriately until parents/carers can be contacted or until alternative care arrangements can be made.

At Child's Play we aim to:

- Keep accurate and up to date information which can be used in the event of an emergency.
- Keep your child safe in the event that you are unable to collect your child.
- Provide clear procedures to be followed in the event of a parent/carer failing to collect a child at the agreed time.

What you should do:

- Wherever possible inform the nursery if you are not able to collect your child at the agreed time and arrange for someone else to collect your child.
- Think carefully about the people you choose as your emergency contact's and their availability to be contacted in case of emergency.
- Inform the nursery if your details or emergency contact telephone numbers change.
- Keep us updated on the Family app as to an estimated time of pick up. Also use this app to contact us etc.

What we will do:

- Keep your child occupied and reassured while they are waiting to be collected.
- We will try and contact you and your emergency contacts to make arrangements for your child's collection.
- Follow one of the procedures below depending on the time of day.

Procedure to be followed in the event of a child not being collected during the day (end of their booked session/half day session)

- A senior practitioner will telephone the parents/carers as detailed on the contact form. If there is no answer a message will be left.
- If no contact has been made within the next 30 minutes the emergency contacts will be telephoned.
- If the emergency contacts are unavailable and the parents/carers do not make contact before 6pm, Social Care will be telephoned for help and advice and to report that a child has not been collected. If the family is working with a social worker and this is known this will mean contacting the social worker directly. If the family is not working with a social worker this would mean contacting the Child Assessment Team.
- Staff will record the name of the contact with Social Care, the date and time of the call and the advice given on the cause for concern form.

- Upon advice from Social Care the police may then be contacted by the Designated Safeguarding Lead.

Procedure to be followed in the event of a child not being collected at the end of the day (after 6pm if the child has not been pre booked onto an extended session)

- Designated Safeguarding lead and another member of staff will stay behind on the premises with the child.
- DSL will telephone the parents/carers. If no answer a message will be left.
- If no contact has been made after 30 minutes the emergency contacts will be telephoned.
- If the emergency contacts are unavailable and parents/carers do not make contact within 1 hour (19:30) the Social Care Emergency Duty Team will be telephoned for help and advice and to report that a child has not been collected.
- Staff will record the name of the contact with Social Care, the date and time of the call and the advice given on a cause for concern form.
- Upon advice from Social Care, the police may then be contacted by the Designated Safeguarding Lead.

