



## UNCOLLECTED CHILD POLICY

### **Policy statement**

In the event that a child is not collected by an authorised adult by their expected collection time, I put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of my procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Procedures**

A member of staff will remain with the child and ensure that he/she receives our normal high standard of care in order to cause as little distress as possible.

We will check the daily 'collection list' on which parents/carers provide details of the person collecting on the day, if they are not collecting themselves.

We will refer to 'Emergency Contact' form and call parents/carers at home, work, Mobile and other emergency numbers provided.

On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they must provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child and we in return a Password process.

Parents are informed that if they are not able to collect the child as planned, they must inform me so that we can begin to take back-up measures. Please contact the hall in case of emergency on telephone number: 01923 800570 alternatively you can text us using our emergency mobile which is 07497 386829.

If unsuccessful, we will call on your next point of contact which is provided to us via your Agreement Form.

If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

If, after all reasonable attempts have been made, there is no satisfactory explanation, after 1 hour we will contact **Children, Schools & Families (CFS) 0300 123 4043** and inform **OFSTED**. Tel: **0300 123 1231**.

A member of staff shall remain with the child until he/she has been collected.

No member of staff should take the child home with them.

A full written report of the incident will be recorded and placed on the child's file.

***Please make sure you collect your child on time. A waiting child is an anxious child!***

### **Additional Charges**

**Depending on the circumstances, we reserve the right to charge parents/carers for the additional time worked by our staff, at a rate of £3.00 per five minutes.**

*Updated: Oct 2017*