

## **Procedure for Uncollected Children**

### **For School, Pre-school and Out of School Care**

If a child's parent/carer has failed to collect their child at the arranged time, a check will be made to ensure no messages were left with regard to the child being collected later or by a different person. The permission file for collection of a child will also be checked.

**School children** who are not collected at 3.15pm will be taken to the Home from Home, our out of school care club, while the parent is contacted.

If none of the named emergency contacts can be contacted messages will be left for them on their telephones to ring the school or pre-school regarding their child. *Please see Annexe 1. (For Staff ONLY).*

A member of staff needs to offer reassurance to the child during this period of time, involving them in an activity of their choice. They will be aware of a change in their routine and will need to be informed sensitively of what is happening. A member of staff needs to stay with the child at all times.

IF NO CONTACT HAS BEEN MADE IN 30 MINUTES AND THERE IS GENUINE CONCERNS ABOUT THE SAFETY OF THE PARENTS AND WELFARE OF THE CHILD, A SENIOR EARLY YEARS PRACTITIONER OR DESIGNATED SAFEGUARDING HEAD OR DEPUTY WILL TELEPHONE THE LSCB WHO CAN ADVISE OF THE NEXT STEPS.

The Local Intake Assessment team can be contacted on 0300 300 8149. Another option is to contact the Children's Social Care Emergency Duty Team (out of hours) 0300 300 8123. The Headteacher will be contacted and full details will be given of what has happened.

**School children:** Staff **MUST NOT** release the child into the care of anyone that has not got a written permission or verbal consented password from the parent/carer.

**Pre-school children:** A password is set for Pre-school children during the initial parent consultation and stored on the Parent Admin software for future reference. This will remain the same unless changed by the parent online. It is Parent's responsibility to ensure that the password is up to date on the system and communicated to the persons collecting the child.

Two members of staff are to stay with the child even if it is after hours until the child is collected from the setting either by parents, the Children's Services or a social worker. Staff MUST NOT offer to take the child home or go looking for the parents with the child. The child remains in the setting.

The Children's Services will aim to find the parents or relative. If they are unable to do so, the child will be admitted into care of the local authority.

Once the child is collected a full written report of the incident will be recorded in the child's file and this may be required by Ofsted or other authorities (in the event of safeguarding incidents). Ofsted will be informed of the incident by telephone ([0300 123 1231](tel:03001231231)) and a copy of the report will be sent to them.

For all uncollected school & pre-school children we reserve the right to charge for the additional hours worked by staff. If your child is not collected a fee of £10 will be charged for every 15 minutes after the relevant sessional closing time.

Sessional closure times can be found on our website.