



Uncollected Child Procedure

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

If a child is not collected at the end of a session, these procedures will be followed:

1. Two members of staff will stay with the child. Staff will not work alone at any time.
2. The diary and mobile phone messages are checked for any information about changes to the normal collection routines.
3. Staff will contact parents/carers at home or at work. If this is unsuccessful the Emergency Contact phone numbers listed on KidsClubHQ will be contacted.
4. 20 minutes after the setting has closed, if no contact has been made, staff will contact the Chair and/ or Child Protection Officer of the Management Committee or the Registered Person. Staff will continue to keep them advised of the situation.
5. One hour after the setting has closed, if no contact has been made, Social Care/First Response (depending on the time of day) and the police must be contacted and staff will seek their advice.
6. Incidents will be recorded by the Manager and discussed with the parent/ carer at the earliest opportunity.
7. If we have passed the incident onto any other agency, we will ensure that the agency concerned is given all assistance in pursuing any investigations.
8. The setting will notify Ofsted as soon as possible and within 14 days.
9. The Late Pick-Up Charge will be applied, see Fees Policy.

Contact Information

Committee Chair and Child Protection Officer contact information is stored on the work mobile phone.

First Response (9-5pm): 01179 036 444

Emergency Duty Team (emergencies outside office hours): 01454 615 165

Avon & Somerset Police (non-emergency calls): 101

Ofsted: 0300 123 1231