

Uncollected Child Procedure

In the event of a child not being collected at the correct time, for his/her end of session, the staff at The Club will follow the procedure below:

- Reassure the child at all times that Mummy/Daddy or whoever usually collects will be contacted soon.
- Ensure the child is with someone familiar and is kept occupied and distracted.
- Depending on timing the child may need a snack
- Check with all staff if any messages have been received, in case a message has not been passed on
- **After 10 minutes phone work/ home/mobile telephone number of the parent/carers who would normally be collecting the child.**

Phone answered

- If the parent/carers is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the collecting time and inform them that their child was waiting for them.

No answer

- **If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible arrange collection**
- If no answer on these numbers, check to see if there have been any traffic incidents in the area that may cause delay

In the meantime

- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary.
- **In the event that this occurs when Anna Griffin is not at the setting, contact her to assist.**
- Key-person (or familiar person from the setting) remains with the child, doing all she/he can to reassure the child everything will soon be OK and Mummy/Daddy/Carers will soon be here.
- Try the telephone numbers again
- Try emergency numbers again
- Minimum of 2 staff members with full suitability checks to stay in the setting with the child
- **If still no response from contact numbers and emergency contacts, 45 minutes after the child should have been collected phone Children's Social Care through Single Point of Access on 01275 888808 or Out of Hours on 01454 615165 for advice and next steps.**

After an Uncollected Child incident has occurred, complete an incident form for staff and parents/carers to sign. Review the incident at a staff meeting, discussing what worked well and what was difficult. Where appropriate review: Uncollected Child Policy, Fee and Charges Policy and any other relevant policies, procedures or risk assessments

This policy was adopted by: The Den	
Date: 01.02.22	Signed: AGriffin
Date 17.06.25	Signed: AGriffin