

# Uncollected Child Procedure

To be carried out when a parent/carer has not arrived by the closure time.

## Reassure the child.

Ensure the child feels safe and is with a member of staff they know.

Might the child need a snack?

Check in with all staff to be sure a message hasn't been left.

**After 10 minutes after closure time – call primary carer.**

## Call answered

Ask to come immediately or send someone who can.

Make sure Anna is informed.

Record event in the incident book

## Call NOT answered

Work through the list of emergency contacts.

Look at local traffic to see if there is an issue.

In the event that Anna is not at the setting contact her to assist if needed.

Ensure at least two members of staff remain on site.

Make sure that if leaving a message you state the child is well.

## No answer

Try all numbers a second time.

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.

The Den : 07519897202

Anna: 07814452474