

## POLICY FOR UNCOLLECTED CHILDREN

Playwam closes at 12.30pm and we expect children will be picked by the end of each session, between 12 -12.30pm. If, after 10 minutes, the parent/carer has not made contact to say there has been a delay, the person in charge will ring all the contact numbers including the emergency contact numbers, on the child's registration form. At all times two members of staff will supervise the child and offer them as much support and reassurance as is necessary.

Staff will not release the child to an unauthorised person unless an authorised person telephones to state that because of an emergency a different person will be collecting the child. The authorised person should give the name and address and a physical description of the person collecting the child so that the person in charge can check this before allowing the child to leave. The person collecting the child will be required to sign an Authorisation Form.

If after 30 minutes the child has still not been collected, then the person in charge will ring SPA for advice. In the event of Social Services being called, and responsibility for the child being passed to a child protection agency, the person in charge will attempt to leave a telephone message with the parent/carer's answerphone, reassuring them of their child's safety, and giving them a contact number to enable them to ascertain their child's whereabouts.

Members of staff will not:

- go off the premises to look for the parents
- leave the premises to take the child home or to a carer
- offer to take the child home with them to care for them in their own home until contact with the parent is made

Staff will make a record of the incident in the child's file. A record of conversations with parents should be made, with parents being asked to sign and date the recording. A safeguarding incident form may also be completed if there are safeguarding and welfare concerns about the child or if Social Care have been involved due to the late collection.

If there are recurring incidents of late collection, a meeting will be arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.