Playwam

Policy and Procedures For Uncollected Children

Playwam closes at 12.30pm and we expect children to be picked up by the end of each session. If a child is not collected by an authorised adult by the expected collection time, we put into practice the procedures detailed below.

Procedures:

Parents are asked to provide the following information when they join:

- Contact details for parents/carers including home address, telephone numbers and email address, place of work and work telephone number
- Two additional emergency contacts
- Contact details of any authorised adult who has permission to collect their child from the setting (e.g. grandparent, childminder, nanny etc)
- Parents are asked to confirm in writing any changes to the list of authorised persons collecting their child

If a child is not collected on time we follow the procedures below:

- The 'going home' diary and Playwam phone are checked for messages about changes to the normal collection routine
- If no information is available parents/carers are contacted using all telephone numbers provided
- If this is unsuccessful, the emergency contacts listed on the child's registration form will be contacted
- Two members of staff will supervise the child and offer them as much support and reassurance as is necessary.
- All reasonable attempts will be made to contact the parents/carers, authorised persons or nominated emergency contacts, but if no contact can be made, the following procedures will be followed:
    - After 30 minutes the Manager/DSL will contact the Single Point of Access (SPA), on 020 8547 5008, (out of hours 020 8770 5000)
    - If the children's social care team are unavailable, or if advised by SPA, we will contact the local police
    - After a further 15 minutes, if the child has not been collected, we will contact SPA again.
    - The child will stay in the setting (if the hall is occupied by another user, another room in the building will be used), accompanied by two members of Playwam staff (one of which will be the Manager or Deputy Manager), until the child is collected by either the parents, a social worker, or by another person specified by social care.

Staff will not release the child to an unauthorised person unless a parent or other person with parental responsibility telephones to state that because of an emergency a different person will be collecting the child. The parent should give the name and address and a

physical description of the person collecting the child and an agreed password, 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.

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

The DSL/Manager will make a record of the incident. 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.