



## Uncollected Child Policy

### Policy Statement

If a parent or authorised adult fails to collect a child at the appointed time, the organisation still has a duty of care towards the child and should follow the procedure outlined below.

### Procedure

If a parent fails to collect a child at the appointed time. Staff should:

1. ensure that there are two members of staff still on duty
2. wait for 15 minutes after the appointed collection time before taking any action
3. contact the parent, where possible, or any other adults normally authorised to collect the child
4. contact either the police or the local authority social care for children, if no authorised person is able to collect the child after all reasonable attempts have been made to contact them
5. ensure that the child does not leave the premises with anyone other than the parent or the people authorised by them
6. not take the child to the child's home or to another house, nor transport them in a staff member's own car.

The provider may reserve the right to charge the parent for the additional time the child is at the provision, in increments of 15 minutes.

Key workers should endeavour to ensure that all contact information for parents and other nominated carers, eg grandparents, is kept up to date, including mobile phone numbers if possible.