

ST JOHN'S SUNSHINE PRE-SCHOOL

UNCOLLECTED CHILD POLICY

Uncollected child

We expect all children to be collected by an appropriate adult by the time stated in current terms and conditions. If for whatever reason you are unable to collect your child on time we ask that you call the setting on **07963 501762** as soon as possible to inform staff of the reason why you will be late and give an estimate of how long you will be.

Parents are advised and will be reminded that if their child has not been collected within 15 minutes of the end of the session, that this contravenes our registration and may leave us without insurance cover and will incur an additional late pick up fee which the amount will be set by the Chair at the time and detailed on the website. If parents continue to arrive late to pick their child up more than 4 times within a month with no acceptable reason then the parents will be informed that they risk losing their child's space at Sunshine.

If a child is not collected by closing time at Sunshine, or the end of the session and there has been no contact from the parent/carer as described above, or there are concerns about the child's welfare then this procedure is followed:

- The designated safeguarding lead is informed of the uncollected child as soon as possible and attempts to contact the parents/carers by phone.
- If the parents/carers cannot be contacted, the designated safeguarding lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child. **Sunshine will endeavour to get more than two emergency contacts where possible**
- After one hour, the designated safeguarding lead contacts the local social care out-of-hours duty officer if the parents/carers or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents/carers.
- The designated safeguarding lead should arrange for the collection of the child by social care.
- Where appropriate the designated safeguarding lead should also notify police.

Members of staff at Sunshine **do not:**

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- go off the premises to look for the parents/carers
- leave the premises to take the child home, or to another carer
- offer to take the child home with them to care for them in their own home until contact with the parent/carer is made
- a record of conversations with parents/carers should be made and recorded on the child's file with parents/carers being asked to sign and date the recording.
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- This is logged on the child's personal file along with the actions taken. A Confidential safeguarding incident report form should 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 is arranged with the parents/carers to agree a plan to improve time-keeping and identify any further support that may be required.

Until the child has been collected by any of the above, two members of staff will always remain onsite with one being the Manager or Deputy.