



## **Failure to collect a child policy**

As part of the Early Years Foundation Stage Safeguarding and Welfare Requirements, we are required to have a procedure in place in the event of a parent and/or carer failing to collect their child/children at the end of the day. Our insurance policy does not cover our centre to be open to children after 6pm and so treat this matter very seriously.

### **Procedure**

- Senior members of staff on duty should always maintain one additional staff member with them at all times until all children have gone.
- If a child/ren has not been collected within 15 minutes without communication from their parents/carers then the senior on duty must start to make contact with the emergency contact name listed on the registration form.
- Notify either senior managers of staff or the directors for support.
- If the senior is unsuccessful in making contact with any of the nominated emergency contacts then they must try again ensuring that they leave messages on all answering machines available.
- If they are still unsuccessful with emergency contacts try main carer again.
- The next step will be to contact duty social worker / police station to inform them of our position and the next steps to take.

Duty Safeguarding details:	0161 234 3803
Police station contact details (Greenheys):	0161 856 4432
OFSTED contact details:	0300 123 1231

- We understand that this experience for a child can be upsetting and uncomfortable. Staff members should ensure that the child/ren is maintained safe and comfortable, reassured that we will be there for them until we are satisfied they are safe. Children should be offered something to eat and drink inline with their dietary requirements.
- Remember during discussion between staff member confidentiality is paramount and discretion towards the child's level of understanding should be respected.
- Once the duty officer arrives a copy of registration forms must be passed on to the authority now they have taken the responsibility. A quick description on what current action we have carried out and any relevant details.
- Ensure all relevant forms are filled in i.e. – missing child / failure to collect form/significant events and an incident form if necessary.
- We reserve the right to charge additional fees for late collection and will be charged at the management's discretion. This is currently at a cost of £2 per minute and is payable by cash within 48 hours.

Date - September 2019

Signed Manager –

Review – September 2020

Signed Director -