Uncollected Child Procedure

In the event of a child not being collected at the correct time, for his/her end of session, the staff at Northleaze After School Play Club will follow the procedure below:

- Reassure the child at all times that Mummy/Daddy or whoever usually collects will be contacted soon.
- Ensure the child is with someone familiar e.g. Key person (back up Key person) and is kept occupied and distracted.
- Depending on timing the child may need a snack
- Check with all staff if any messages have been received, in case a message has not been passed on
- Phone the work/ home/mobile telephone number of the parent/carer who would normally be collecting the child.

Phone answered

- If the parent/carer is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the collecting time and inform them that their child was waiting for them.
- Inform the child that we are trying to be make contact and update them with any outcome so far, not unnecessarily worrying them if there was a problem.

No answer

- If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible, arrange collection
- If no answer on these numbers, decide a period of time to wait in case there was a delay/accident enroute, before trying the numbers again.

In the meantime

- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary.
- Keyperson (or familiar person from the setting) remains with the child, doing all she/he can to reassure the child everything will soon be OK, and Mummy/Daddy/Carer will soon be here.
- Try the telephone numbers again
- Try emergency numbers again
- If the child lives within close proximity and there is sufficient staff, it may be possible to visit the house to see if anyone is at home and this could rectify the situation.
- Minimum of 2 staff members with full suitability checks to stay in the setting with the child while this is carried out.

- If still no response from contact numbers and emergency contacts, 30 minutes after the child should have been collected phone Children's Social Care through Single Point of Access on 01275 888801 Monday to Friday 8am to 6pm (out of hours contact will be redirected to the out of hours team). If outside of 8.45am-5pm, call the emergency duty team 01454615165.

  www.nsscp.co.uk/get-immediate-help-or-report-abuse

After an Uncollected Child incident has occurred, complete an incident form for staff and parents/carers to sign. Review the incident at a staff meeting, discussing what worked well and what was difficult. Where appropriate review: Uncollected Child Policy, Fee and Charges Policy and any other relevant policies, procedures or risk assessments

Date to be reviewed:	October 2027
Date amended:	October 2026
Date signed off:	October 2026
Signed:	Kathleen Williams
Signed:	Jools Granville