

## Late and Uncollected Child

In the event that a child is not collected by an authorised adult by their expected collection time, or the end of their session we put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedure so that, if they are unavoidably delayed, they will be reassured that their child will be cared for properly.

### Procedure

- Parents are asked to provide the following specific information when their child starts attending Pathways, which is recorded on our registration form.
  - Home address and telephone number - both parents if they share care of the child and do not live together.
  - Place of work and telephone if applicable.
  - Mobile telephone number if applicable.
  - Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a grandparent.
  - Password to be given for collection of a child
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
  - If the child is known to social services or under an Early Help Assessment.
- On occasions when parents are aware that they will not be at home or in their usual place or work, they inform us of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with a name, description and the password for us to ensure we release the child to a suitable person.
- Parents are asked if they are not able to collect as planned, they must inform us so that we can begin to make back-up measures. Our phone number is 01538 756860. Mobile 07579 017178
- If a child is not collected at their expected collection time, we follow the procedure below:
  - The child's details, register and diary are checked for any information about changes to the normal collection routines.
  - If no information is available, parents/carers are contacted at home or work.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephones are recorded on our application forms are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named on the application form.
  - If no-one collects the child within the 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, we apply the procedures for uncollected children.
  - If we have cause to believe the child has been abandoned we contact the local authority children's social care team. If the children's social care team are unavailable, we would contact the local police.
  - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
  - The child stays at the setting with two of our fully vetted workers, one of whom will be our manager, deputy manager or designated safeguarding lead until the child is safely collected by the parents or by a social worker, or by another person specified by social care.
  - Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
  - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.

- We ensure that the child is not anxious and we do not discuss concerns in front of them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted will be informed.

**Staffordshire**

**Families Integrated Front Door Service (SFIFD)**

0300 111 8007

Email: [eds.team.manager@staffordshire.gov.uk](mailto:eds.team.manager@staffordshire.gov.uk)

8.30 - 5.00 Monday to Thursday

8.30 - 4.30 Friday

Or

EDS (out of hours) 0345 604 2886

Email: [eds.team.manager@staffordshire.gov.uk](mailto:eds.team.manager@staffordshire.gov.uk)

Non-emergency - Staffordshire Police 101

**Stoke-On-Trent**

**Stoke-On-Trent Children's Advice and Duty Service (CHAD)**

01782 235100

8.30 - 6.00 Monday to Thursday

8.30 - 6.00 Friday

Or

Emergency Duty Team (out of hours)

01782 234234

Email: [ChaD.referrals@stoke.gov.uk](mailto:ChaD.referrals@stoke.gov.uk)

Non-emergency - Staffordshire Police 101