



# Play in Ltd

## Uncollected Children Policy

Play in Ltd endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff, where possible.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances). See **Admissions & Fees Policy**.

### Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice via the Sheffield Safeguarding Hub on 0114 273 4855. You can also contact South Yorkshire Police on 101 with any non-emergency child protection concerns.
- The child will remain in the care of two members of staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

#### Follow up

A full written report of the incident must be recorded in the child's Safeguarding file and the Thresholds of Need document should be consulted to make decisions about early help and social care referral.

#### Care of the Child Following a Referral to Children's Social Care

The child should stay at the setting in the care of two staff members (including the DSL/DSD) until either:

- The child is safely collected either by the parents, carer/s, or authorised collector
- A social worker or police officer arrive at the setting, where advice will be taken about next steps.

- A member of staff should stay with the child while children’s social care staff assesses the child’s situation and if necessary, arranges appropriate safe accommodation. If possible, an Early Years setting staff member should remain with the child to provide continuity and reassurance, until they are settled in their emergency accommodation
- Under no circumstances should Early Years staff attempt to look for the parents or carers, nor should they take the child home with them.

**Useful contacts**

See Missing Children’s Policy for Useful Contacts for all clubs.

This policy was adopted by: Play in Ltd	Date: Sept 2022
To be reviewed: Sept 2023	Signed:

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73].