



St Thomas More Playgroup

Uncollected Child Procedure

In the event of a child not being collected at the correct time, for his/her end of session, the procedure below will be followed by staff:

- Reassure the child at all times that Mummy/Daddy or whoever usually collects will be contacted soon.
- Ensure the child is kept occupied and distracted at all times.
- Depending on timing the child may need a snack.
- Check if any messages have been received on the landline, mobile or via e-mail.
- 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 is waiting for them.
- Inform the child that we are trying to be make contact and update them (as age appropriate) 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 of the child.
- If no answer on these numbers, decide a period of time to wait in case there was a delay/accident en route, before trying the numbers again.

In the meantime

- Remain with the child and reassure them if they seem upset.
- Try the telephone numbers again
- Try emergency numbers again
- If the child lives within close proximity and the other children have left, , it may be possible to visit the house to see if anyone is at home and this could rectify the situation.

- If still no response from contact numbers and emergency contacts, one hour after the child should have been collected staff will telephone Children's Social Care using the telephone details contained in my Child Protection policy (out of hours etc.) for advice and next steps.

After an Uncollected Child incident has occurred, staff will complete an incident form and ask parents/carers to sign it. Staff will reflect upon the incident, considering what worked well and any improvements that could be made. Where appropriate this may lead to review the Uncollected Child Policy, Fee and Charges Policy and any other relevant policies, procedures or risk assessments

Policy Date: September 2018

Review Date: September 2019