



## **Uncollected Child Procedure**

In the event of a child not being collected at the correct time, the staff at Churchill Pre-School will follow the outline 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. Keyperson/buddy keyperson or if this is not possible familiar staff member and kept occupied and distracted.
- Check with all staff if any messages have been received, in case a message has not been passed on. Check the answering machine for both the landline and mobile telephones to ensure no message has been left.
- Phone the home/mobile telephone number of the parent/carer who would normally be collecting the child.

### **Telephone 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 the pre-school is trying to 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 en route, before trying the numbers again.

Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary.

Keyperson, buddy key person, (or familiar person from the pre-school) 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. At this point:

- Try the telephone numbers again
- Try emergency numbers again

If the child lives within close proximity and there is sufficient staffing, it maybe possible to visit the house to see if anyone is at home and this could rectify the situation. A minimum of 2 staff members are to stay in the pre-school 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 the single point of entry for children's services 01275 888 808 or Out of Hours on 01454 615165 or Avon and Somerset Constabulary on 101 or 999 for advice and next steps.

**Policy Date: 6<sup>th</sup> April 2016**

**Review Date: 1st April 2017**