Leapfrogs Preschool and Out of School Club 7

Uncollected children Policy

**Leapfrogs have the highest regard for the safety of the children in our care from the moment they arrive to the moment they leave.**

Late collection will be unacceptable pressure on the childcare staff. If there is a problem in getting to the setting on time then the parent/carer must ring to advice of the reason for the delay and make alternative arrangements for the collection of the child. At the end of every session, Leapfrogs will ensure that all children are collected by a parent/carer or designated adult, in the accordance with the Arrivals and Departure policy. If for any reason a child is not collected at the end of a session the following procedures will be activated:

* If a parent/carer or designated adult is more than 15 minutes late in collecting their child, the manager will be informed.
* The manager will call the parent/carer or designated adult and use any other emergency contact details available to try to ascertain the cause of delay, and how long it is likely to last. Messages will also be left on any answer phone requesting a prompt reply. Contact will be made using the information on file.
* While waiting to be collected, the child will be supervised by at least 2 members of staff who will offer them as much support and reassurance as necessary.
* If, after repeated attempts, no contact is made with the parent/carer or designated adult, and a further 1 hour has elapsed, the manager will call the local children’s services department.
* In the event of social services being called and responsibility for the child being passes to the child protection agency, the manager will attempt to leave further telephone messages with the parent/carer or designated adult answer phone. Furthermore, a note will be left on the front door of Leapfrogs informing parent/carer or designated adult of what has happened. The note will inform them of their child’s safety and instruct them to contact the children’s services department.
* Under no circumstances will the child be taken to the home of the member of staff, or away from the premises.
* The child will remain under the care of Leapfrogs until they are collected by the parent/carer or designated adult, or alternatively placed in the care of the children’s services.

Parents should consider the lateness of the person responsible for collection of the child will cause considerable concern to staff and child(ren) involved. **Our contact for the local authority is 0300 123 4043**

Policy adopted on: 20/03/14

Policy reviewed on: 03/09/14

Signed on behalf of the committee ……………………………………………………………………………………..

Name and role ……………………………………………………………………………………………………………….

Date …………………………………………………………………………………………………………………………….