



The Cabin Crew Out of School Club

Uncollected Children Policy

In the event that a child is not collected by an authorised adult at the end of a session, we will put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

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

If a child is not collected, and the parent/carer has not notified us that they will be delayed, we will follow the procedure set out below:

Procedure for uncollected children

- Parents/carers of children starting at the setting are asked to provide specific contact information for themselves (home/work address and telephone numbers, including mobile phone), and contact details of authorised persons such as step-parents or grandparents who are able to collect the child in the absence of the parent/carer. This information is recorded on our Registration Form.
- On occasions when parents/carers, or the persons normally authorised to collect the child, are not able to collect the child, the parent/carer will inform the club in advance, of an authorised adult to collect. We agree with parents/carers how to verify the identity of the person who is to collect their child (e.g. password).
- Parents/carers must inform the club if they are not able to collect the child as planned; they must inform us as soon as possible so that we can begin to take back-up measures.
- We inform parents/carers that we apply our child protection procedures in the event that their children are not collected by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session, we follow the procedures below:

- Parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - 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 Registration Form or person authorised by parent/carer.
- If parent/carers/authorised persons are unable to be contacted, we will contact our local authority Children's Services team for advice.

- The child remains at the setting if possible, in the care of club staff until the child is safely collected either by the parent/carer/authorised person or by a social care worker in the event no parent/carer or authorised person has been reached within the hour.
- 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.
- A full written report of the incident is recorded on an **Incident Report Form**.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed:

Contact Numbers: *Childrens Services (Customer First):* ☎ - 0808 8004005
Police: ☎ - 01473 613500
Ofsted: ☎ - 0300 1231231

This policy was adopted by The Cabin Crew Out of School Club.	Date: September 2014
To be reviewed: Annually	Signed:
Name of signatory: Heather Osborn	Role of signatory: Manager

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]*.