

## **Fernheath Play**

### **29: Uncollected Children**

Fernheath Play has the highest regard for the safety of the children in our care from the moment they arrive to the moment that they leave.

At the end of every session, the centre will ensure that all children are collected by a parent, carer or designated adult for those under 8 years, in accordance with the Arrivals and Departures policy. If for some 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 Centre Manager will be informed.
- The centre manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the centre manager will call the local social care team department for advice.
- In the event of the social care team being called and responsibility for the child being passed to a child protection agency, the centre manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the centre's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social care team at Bournemouth Borough Council.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the centre's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the centre until they are collected by the parent, carer or designated adult, or alternatively placed in the care of the social care team.
- Incidents of late collection will be recorded by the centre manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine of up to £40.

Accepted and approved by Management Committee

Date.....

Signed by.....