



Uncollected Child Procedure

In the event of a child not being collected at the correct time, the staff at St. Mark's 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 and kept occupied and distracted
- Check with all staff if any messages have been received, in case a message has not been passed on
- Phone the 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 was waiting for them.

Inform the child that we are trying to be 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 (or familiar person from the setting) 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.

Try the telephone numbers again

Try emergency numbers again

All numbers and times to be recorded.

If the child lives within close proximity and there is sufficient staff, it maybe possible to visit the house to see if anyone is at home and this could rectify the situation.

Minimum of 2 staff members to stay in the setting 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 Children's Social Care on 01275 888266 or Out of Hours on 01454 615165 for advice and next steps.

Signed: _____

Policy Date: _____

Review Date: _____