



## **Uncollected Child Policy**

Version	3.0
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### **Policy Statement**

The purpose of this policy is to ensure the safety, well-being and protection of the children and young people who attend our sessions is paramount. We understand that on occasions, parents/carers will be unavoidably delayed and unable to collect their child/children at the end of the session. This policy sets out to reassure parents/carers, that in the event of this happening their child/children will be properly cared for by experienced and qualified staff who are known to their child so that there is minimum distress to the child.

### **Procedures**

Parents/Carers are asked, during the initial home visit, to provide the following information which is recorded in their child's individual file:

- Home address and telephone number
- Details of who has parental responsibility for the child
- Details of three emergency contacts

Parents /carers have a duty to ensure that this information is kept up to date and to notify their Area Manager of any changes to the information held on file.

In the event of a child not being collected from a session within 15 minutes of the end of the session time, our uncollected child procedures will be implemented.

#### **Stage 1**

The uncollected child will remain with the Area Manager and a Support Worker and will be kept occupied and offered reassurance if worried.

The Area Manager will try to contact parents/carers on all contact numbers recorded in the child's individual file. If this is unsuccessful, staff will contact all adults who are recorded as emergency contacts.

Staff will inform the Designated Safeguarding Lead that the procedures for an uncollected child are being implemented. The Designated Safeguarding Lead will support staff dealing with the situation where required.

Area Managers will record all details of the attempts to contact parents/carers or emergency contacts, including time of the calls, number of attempts to make contact, details of any answerphone messages left and any other information that may be relevant to the situation on the incident or safeguarding form – whichever seems more relevant to the situation.

The child's Area Manager will make all reasonable attempts to contact parents/carers and emergency contacts before moving to stage 2 of the procedures for an uncollected child.

If all attempts to contact the parents/carers or authorised persons have failed and the child has not been collected one hour after the end of the school day, the second stage of the procedures will be implemented.

## **Stage 2**

Under no circumstances will staff leave the venue or pick up point to look for the parents/carers or attempt to take the child home.

A safeguarding referral will be made, by the Area Manager, to the local authority Children's Social Services and the Police. The child/children will remain in the care of two members of staff until the child is safely collected either by the parents/carers or by a duty social worker.

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.

## **Recording the Incident**

A full written report of the incident will be produced by the child's Area Manager. The report will be recorded in the child's file, copied and stored by the Designated Safeguarding Lead.

## **Repeat Cases of an Uncollected Child**

In the event of a parent failing to ensure their child is collected at the end of the session on more than three occasions a year, the parent/carer will be asked to attend a meeting with the Designated Safeguarding Lead.

The purpose of the meeting will be to discuss what is preventing the parents/carers or emergency contact from collecting the child and to look for solutions to prevent the situation from reoccurring.

Parents will be advised that if the situation remains ongoing, a safeguarding referral may be made to Social Services. Parents will be informed that Play Inclusion Project reserves the right to charge parents for the additional hours worked by our staff when a child is not collected within 15 minutes of the session ending.