

Uncollected Child Policy and Procedure – Holiday Activity Clubs

“Procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time”

Children like routine and they will know when to expect to be collected, even if they cannot tell the time. Delays in collecting children are sometimes unavoidable due to unforeseen circumstances.

In the event a child is not collected at the appointed time, the Director of Holiday Activity Clubs / Assistant Director of Holiday Activity Clubs will:

- Offer reassurance to the child.
- Never release a child from our care to someone who is not authorised to collect the child.
- Contact the emergency contact person/s who is/are identified within the Child's record and arrange for them to collect the child in the event that parents/carers cannot be contacted.
- Record the situation as an incident and ask the parents/carers to sign and date to confirm they are aware of the content of the Incident Log.
- Implement additional charges for the extra time the child was in our care.
- If all attempts to contact the persons identified above fails, we will contact Hertfordshire Safeguarding Children Partnership on **0300 123 4043**.
- We will co-operate with the Hertfordshire Safeguarding Children Partnership team who will take charge of the situation and decide what happens next; and whether the police need to be involved.
- If necessary, inform the Hertfordshire Safeguarding Children Partnership that we are not registered to provide overnight care. Hertfordshire Safeguarding Children Partnership may take the decision to place the child in temporary care

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