



Batford Day Care

BATFORD DAY CARE LIMITED UNCOLLECTED CHILD POLICY

Version	2.0
Based on Model Policy	N/A
Review body:	Day Care Manager
Date issued:	September 2024
Review frequency:	Three Years
Target audience:	All stakeholders

Version	Date	Notes
V2.0	September 2024	New Policy Format

Batford Day Care is committed to:

- Safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- Eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups. These factors were considered in the formation and review of this policy and will be adhered to in its implementation and application across the whole Batford Day Care community.
- Promoting the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs: any staff member, pupil or visitor expressing opinions contrary to fundamental British Values, including 'extremist' views, will be actively challenged.

BUILDING STRONG FOUNDATIONS FOR OUR CHILDREN

Batford Day Care, Holcroft Road, Harpenden AL5 5BQ

Contents

1. Policy Statement 3
2. Procedure 3

1. Policy Statement

Batford Day Care places child safety and welfare as its highest priority, in line with its fundamental aim of helping children achieve more. Children who remain uncollected will be cared for by staff members until the situation has been resolved according to the procedure stated below.

2. Procedure

Staff will ensure that every child is collected by their parent/carer or emergency contact.

The setting reserves the right to impose a late collection fee as stated in the terms and conditions. The Day Care Manager will decide as to whether the child's place at the setting is terminated as a result of persistent late collection.

If a child is not collected, the following procedures will be followed:

- In the event of a parent/carer or emergency contact being late to collect a child, the setting will attempt to make contact with the parent using the emergency contact details held on record. The member of staff will try to ascertain the reason for the delay and a possible arrival time.
- If the setting cannot make contact with the parent/carer or emergency contact, the setting will wait for a further period of 30 minutes and will make further efforts to contact the parent/carer during this time.
- If after 45 minutes the child remains uncollected and there has been no communication from the parent/carer, the Designated Safeguarding Lead (DSL) will contact the local social care department for advice. If the social care team assesses that they should take responsibility for the child, the DSL will make a further attempt to contact the parent/carer to appraise them of the situation.
- Uncollected children will remain the responsibility of the setting until they are collected by the parent/carer or emergency contact, or in more serious cases placed in the care of the social care department. The uncollected child will be supervised at all times and made to feel comfortable by having access to refreshments and a comfortable, warm and safe area.
- Staff will not release the child to an unauthorised person. A child will only be released to a person after written or telephoned permission has been given by the parent/carer to the staff member. The person collecting must provide the password stated in the child's contact details.
- Batford Day Care will keep a record of all children who are collected late. If patterns emerge, the Day Care Manager will discuss the concerns with the parent/carer and offer support and advice on how to improve the situation.

Children's Social Care Telephone Number: 0300 123 4043