## UNCOLLECTED CHILD POLICY

everyFAMILY will at all times keep the safety and the security of the children in their care as paramount. In order to ensure this, all staff will adhere to the Safety & Security of Children Policy. In the unlikely event of a child not being collected the following procedure will be activated if the parent/carer is late and no message has been received:

- At least 2 telephone numbers for different responsible adults will be obtained at registration.
- The person noting the failure of collection will inform the Duty Manager.
- All of the remaining children will continue to be supervised.
- The parent responsible for the child will be telephoned by the Duty Manager or by the Lead Practitioner.
- If the parent cannot be contacted within 15 minutes, the alternative numbers will be used.

All staff will endeavour to remain calm at all times and not convey their anxieties to the child.

If the parents/carers or their nominated contacts cannot be contacted within 2 hours (or within 1 hour of the Charity closing), the police and the duty social worker will be contacted on the following numbers;

Police non-urgent 101 to report uncollected child
Duty Social Services First Response – 0117 9036444

An incident report will be completed to ensure that the likelihood of this type of incident occurring again is minimalised.