



Uncollected Child Policy

Aim of the Policy

Green Roots Late Collection Policy is in place to provide team members and parent/guardians with a guideline to the procedure in place, in the event of a child remaining at the Centre beyond their scheduled collection time without prior notification.

As part of the admission process, Green Roots require that a Child Information Form is completed which contains the details of all authorised collection contacts.

This information is required prior to a child taking a place. Please note authorised collection contacts must be over the age of 16 years. This information will also contain emergency contact details.

Whilst we understand that unforeseen circumstances can result in a parent/guardian being unable to collect their child at the agreed time, if a child remains after their allocated scheduled time for collection without prior notification, the following procedure will be implemented:

- Team members will inform a member of Management when a child has stayed beyond the end of their session.
- A member of Management will arrange to telephone the parent/guardian(s) to establish when the child will be collected.
- Should the parent/guardian not be contactable, a call will be made to the emergency contact(s) requesting they arrange collection of the child.
- Two team members including a senior team member will remain on duty until the last child has been collected.
- Ensure that the child does not leave the premises with anyone other than the parent/guardian or the people authorised by them.

If we are unable to contact any of the authorised collection contacts or emergency contacts, and the child remains uncollected, the following steps will be taken:

- Continued attempts will be made to contact the parent/guardians and authorised contacts.
- If the child remains uncollected one hour after the core opening hours and no verbal communication regarding collection has been made, a call to Social Services Emergency Duty Team (Children’s Services) will be made informing them of the situation.
- The CEO would also be informed.

Social Services will advise of the steps to be taken. Proof of official identity must be obtained, prior to handing over the responsibility of the child to a Social Services Officer.

The telephone number for Children’s Services is:	09:00 to 17:00 daily 01403 229900 Out of hours number - 01903 694422
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