



THE BIG STEP!
UNCOLLECTED CHILD POLICY
VERSION: 1.0



THE BIG STEP! Will review all policies annually to ensure they are relevant and are updated with the most up to date information.

Reviewed Yearly by:	
The manager of THE BIG STEP!	Dan Leverton
Date	30th June 2018
Review Date	30th June 2019

Date	Version	Amendments	Number of new version
30th June 2017		New policy put in place	1.0



Introduction

The Big Step endeavours to ensure that all children are collected by a parent or carer at the end of each session; if a child has permission to leave our session on their own then this will need to be clearly marked on the consent form.

We understand that at times exceptional circumstances arrive which cannot be helped and will delay a parent/carers arrival. It is the responsibility of the parent/carers to inform the supervisor that he/she is going to be late picking up their child.

If a child is not collected, and the parent/carers has not notified us that they will be delayed, we will follow the procedure set out below:

Procedure

Up to 15 minutes late:

In the first instance, the supervisor will try and make contact with the parent/carers.

The parent/carers will be informed of any additional charges made for lateness.

Over 15 minutes late

If the supervisor has been unsuccessful in getting hold of the parent/carers, then the supervisor will call the emergency contacts who have been named on the registration form.

The supervisor will then notify the Designated Safeguarding Lead for The Big Step.

While waiting for the child to be collected, he/she will be supervised by two members of staff.

When the parent/carers arrives they will be informed of any additional charges and reminded of their expectation to arrive on time.

Over 30 minutes late



If all attempts of getting hold of parents/carers and emergency contacts have failed then the supervisor will call 101 and report the child as uncollected and also call Devon's Children services for advice.

The child will remain in the care of the two members of staff until either a parent, carer or emergency contact has been reach or until they are placed in the care of Social Services.

If it is not possible to stay on the premises the two members of staff will drive the child to either;

- The local police station
- A children's centre
- The local Children services

The staff will remain with the child until the above has been put in place.

Charges

YOU WILL NEED TO DECIDE IF THIS IS RELEVANT OR YOU WANT TO DELETE THIS SECTION

Withdrawal of placement

All late collections will be recorded on a safeguarding concern form and discussed with the parent/carers. If a child is late being collected by a parent/carers more than 2 times then The Big Step reserves the right to withdraw the child from future session.