**Uncollected Child Policy and Procedure**

At Manor Farm we endeavour to ensure that all children are collected by a parent/carer promptly at the end of each session. If a child is not collected, and the parent/carer has not notified us that they will be delayed, the following procedure is followed:

**Up to 10 minutes late**

* When the parent/carer arrives they will be reminded that they must call the office to notify us that they are delayed.
* The parent/carer will be informed that the penalty fee of £5 per ten minutes late will be charged. Unless the delay was genuinely unavoidable. (This is at the discretion of the Setting Lead).

**Over 10 minutes late**

If a parent/carer is more than 10 minutes late collecting their child, the Setting Lead will:

* Try to contact them using the contact details on file.
* If there is no response from the parent/carer, messages will be left requesting that they contact the setting immediately.
* The Setting Lead will then try the emergency contacts listed on the child’s registration form.
* While waiting to be collected, the child will be supervised by a member of staff.
* When the parent/carer arrives, they will be reminded that they must call the office to notify us if they are delayed, and that penalty fees will be charged (other than in exceptional circumstances)

**Over 30 minutes late**

If, after 30 minutes, the Setting Lead has been unable to contact the child’s parents/carers or anyone on the emergency contacts list, they will:

* Contact the local Social Care team for advice.
* The child will remain in the care of a member of staff, on the settings premises until collected by a parent/carer or emergency contact, or until placed in, the care of the Social Care team.
* If it is not possible for the child to remain at the setting, a member of staff will inform the child’s parent/carer where the child has been taken (for example into the care of a safeguarding agency).

**Managing persistent late collection**

Persistently late collection can be distressing for the child and cause anxiety.

* Staff will record incidents of late collection and will discuss them with the child’s parents/carers
* Parents/carers will be reminded that persistent lateness can cause anxiety for children.

**Useful numbers:**

**Stroud police: non urgent 101**

**Gloucestershire Children and Families Help Desk; 01452 426565**

**(Out of hours) Children & Families Services Emergency Duty Team on 01452 614194.**