

# The Den



## Uncollected Children Policy

The Den endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call The Den to notify us if they are going to be delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact The Den immediately. The manager will then try to contact the next emergency contact listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives, they will be reminded that they must call The Den to notify us if they are going to be delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

### Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two of The Den's staff, on The Den's premises if possible, until collected by the parent or carer, or until placed in the care of the Safeguarding agency.
- Parents will be notified of this via phone message and e mail.

### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at The Den.

### Useful contacts

LSCB Local Safeguarding Children Board:

Solihull Safeguarding Children Partnership 0121 788 4325

Children's Social care – for Mash (Multi Agency safeguarding Hub) referrals and advice  
0121 788 4300 option 2

Out of hours 0121 605 6060

This policy was adopted by: The Den	Date: May 2023
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To be reviewed: June 2023	Signed: Pauline Barritt Manager
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.  
Also complies with *Keeping Children Safe in Education (2022)*