

## Uncollected child

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session we put into practice agreed procedures. These ensure the child is cared for safely by an experienced member of staff who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### Procedures

- Parents of children starting at the youth club are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Place of work, address and telephone number (if applicable due to evening/nightwork).
  - Mobile telephone number. (if possible)
  - Emergency Contact and phone number.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
  - Any important medical information
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take alternative measures. We provide parents with our contact telephone number which is held on the child's membership card and also our website.
- We inform parents that we apply our child protection procedures in the event that their children are not collected from youth club by an authorised adult within one hour after the youth club has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session, we follow the following procedures:
  - The youth clubs register is checked for any information about changes to the normal collection routines.


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- If no information is available, parents/carers are contacted at home or at work, we always use mobile numbers in the first instance as this normally presents the quickest means of making contact with the parent
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded as emergency contacts on the Registration Form – are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- If no-one collects the child after the setting has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- Having tried all unsuccessful avenues to get hold of a responsible adult we then, using our own judgment, make the call. We contact our local authority children’s social care team:

01344 786543 (out of hours – Youth Club hours) (telephone number)

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- The child stays at youth club in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
  - Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
  - Under no circumstances will staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the youth clubs incident book.
  - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

This policy was adopted at a meeting of	Tilehurst Junior Youth Club	(name of provider)
Held on	15/05/2018	(date)
Review Date	15/05/2019	(date)
Signed on behalf of the management committee		
Name of signatory	Kim Donnison	
Role of signatory (e.g. chair/owner)	Acting Chair	