

## **First Steps (Bath)**

### **Uncollected Children Policy and Procedure**

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Parents and carers are expected to bring their children to the setting at the agreed time and to collect them promptly at the end of their session. This ensures that the required adult-to-child ratio is maintained and respects the working hours of early years professionals, and all staff involved in the care of the children. If a child is not collected at the appointed time, the following procedure will be implemented.

#### **After 5 minutes**

- We would be contacting the named parent/carer

#### **After 15 minutes**

- If no contact can be made with the person who usually collects that child, then telephone contact will be made with the other authorised contacts to find out where the collector is, or to arrange that they collect the child.
- The most Senior Manager or Senior Practitioner available at the time will be informed.
- Exceptional circumstances will be considered, e.g., weather conditions such as snow.

#### **After 30 minutes**

- If after a period of half an hour, no contact is made with any adult on the child's records, then the social work emergency duty team (Tel 01225 396313/4 or 01454 825305 out of office hours) will be contacted, and the Chief Executive of First Steps will be informed.
- If this involves the child remaining after hours, two members of staff will stay with the child at all times.

Parents/carers will be charged for late collections if your child is collected late:

- 1 minute to 15 mins = £10,
- 16 mins to 30 mins = £20 etc.

However, children's Service Managers will have the discretion to waive charges in exceptional circumstances. Information about late collections will be recorded on the child's record.

Children's Service Managers have the discretion to take further action in cases of persistent late collection – e.g., to reduce a child's hours.

Policy drafted by Children's Service Managers, January 2013

Approved by the Board of Trustees on 5<sup>th</sup> February 2013

Reviewed by SMT July 2016

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