

## First Steps (Bath)

### Uncollected Children Policy and Procedure

Every parent/carer should only bring their child/ren into the setting for the agreed time and should collect promptly at the end of their session. This is important so that the required adult: child ratio is always maintained. In the event of a child not being collected at the appointed time, the following procedure will be followed: -

#### After 5 minutes

- We would be contacting the named parent/carer

#### After 15 minutes

- If a parent / named collector is more than a quarter of an hour late, then the most senior staff member or administrator will call the person who would normally collect that child.
- 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.

#### After 30 minutes

- 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 1 hour

- If after a period of one hour, no contact is able to be 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 **a £10 charge will be applied for every 15 minutes**. I.e., 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  
Reviewed by SMT June 2018  
Reviewed by SMT May 2019  
Reviewed by SMT May 2021  
Reviewed by SMT May 2024