



Uncollected child policy

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, CM Sports put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

CM Sports will 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 are asked to provide the following specific information when their child starts attending our CM Sports settings, which is recorded on CM Sports Registration and Child Information Forms:
 - Home address and telephone number
 - Alternative address (if applicable) and telephone number
 - Two emergency contact numbers must be given
 - Information about any person who does not have legal access to the child and/or other welfare/safeguarding concerns
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform CM Sports in writing of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they must provide CM Sports with details of the name, address and telephone number of the person who will be collecting their child. CM Sports agree with parents how to verify the identity of the person who is to collect their child.
- CM Sports will be implementing a unique number allocation system for collection on our holiday clubs. When a child is dropped off to our club the adult/guardian responsible for them must ensure the child is signed in by a CM Sports member of staff and they must be allocated a unique number. This number must be given to a CM Sports member of staff when the child is collected in order for the child to be signed out.

- Parents are informed that if they are not able to collect the child as planned, they must inform CM Sports so that CM Sports can begin to take back-up measures. **CM Sports contact telephone number is 02392 987881.**

If a child is not collected at their expected collection time, CM Sports follow the procedures below:

- The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration and Child Information Forms - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Registration and Child Information Form or in their file.
 - If no-one collects the child within **30 minutes** of their expected collection time and there is **no named contact** who can be contacted to collect the child, CM Sports apply the procedures for uncollected children.
- If we have any cause to believe the child has been abandoned CM Sports contact the local authority children's social care team:
 - Hampshire Children's Services: Phone - 0300 555 1384
 - Hampshire Children's Services Out of hours: Phone - 0300 555 1373 **If the children's social care team is unavailable [or as our local authority advise] we will contact the local police**
 - **After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.**
 - The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker, **or by another person specified by social care.**
 - 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 CM Sports go to look for the parent, nor leave the setting premises with the child.
 - CM Sports ensure that the child is not anxious and CM Sports do not discuss our concerns in front of them.
 - A full written report of the incident is recorded in the child's file.

- Depending on circumstances, CM Sports reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed: 0300 123 1231