

Take 2 Cornwall

Uncollected Children/Young People Policy

Take 2 Cornwall endeavours to ensure that all children/young people are collected/greeted by a parent or carer at the end of each session. If a child/young person is not collected/greeted, 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 home or at Take 2 Cornwall, they will be reminded that they must call Take 2 Cornwall to notify us if they are delayed.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child/young person, 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 Take 2 immediately. The manager will then try to contact the emergency contacts listed on the child's/young person's registration form.
- While waiting to be collected, the child/young person will be supervised by a member of staff.
- When the parent or carer arrives, they will be reminded that they must call Take 2 Cornwall to notify us if they are 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/young person's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child/young person will remain in the care of Take 2 Cornwall, on their premises, if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child/young person to remain at the Take 2 Cornwall premises, a note will be left on the door of Take 2 Premises informing the child's/young person's parent or carer where the child/young person has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's/young person's parents or carers. Parents and carers will be reminded that if they persistently collect their child/young person late they may lose their place at Take 2 Cornwall

Useful contacts

Social Care: 0300 1234 131

Social Care out of hours contact: 01208 251300

LADO (Local Authority Designated Officer): 01872 326536

Cornwall Council and the Isles of Scilly the clinical commissioning group for the area Kernow CCG.

This policy was adopted by: Take 2 Cornwall	Date:01.09.2021
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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* [3.74