

# Pioneer Childcare

## Uncollected Children Policy

Pioneer Childcare will ensure that all children are collected by a parent/carer at the end of each session. Staff will not release a child to any unauthorised person, even if the collection is late, unless the parent/carer has notified the Club Manager beforehand.

If a child is not collected at the end of a session, and the parent/carer has *not* notified us that they will be delayed, we will use the following procedures:

### Up to 10 minutes late

- When the parent/carer arrives, they will be reminded that they must call the club to notify us if they are delayed.
- The parent/carer will be informed that penalty fees may be charged (unless the delay was genuinely unavoidable).

### More than 10 minutes late, without notification

- If a parent/carer is more than 10 minutes late in collecting their child, the manager will try to contact them using the details in our booking system.
- If there is no response from the parent/carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed in our booking system.
- Where the Club Manager makes contact and the parent/carer informs them that they will be further delayed in collecting their child, the Club Manager will ask the parent/carer to arrange for someone to collect their child sooner. If the parent/carer is unable to collect the child themselves, the person collecting the child will need to provide identification before the Club Manager can release the child to them.
- The Club Manager will begin to phone the emergency contact numbers held in our booking system to arrange collection of the child from club by one of them. Where this is possible, the Club Manager will call the parent/carer and leave a message on the contact number we hold for them informing them of the arrangements. The person collecting the child will need to provide identification before the Club Manager can release the child to them.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent/carer arrives, they will be reminded that they must call the club to notify us if they are delayed, and that penalty fees may be charged (except in exceptional circumstances).

### Over 30 minutes late

- If the manager has been unable to contact the child's parent/carer or the emergency contacts held in our booking system after 30 minutes, the manager will contact the local Social Care team for advice. They should also contact the Designated Safeguarding Lead, to inform them of the situation.
- The child will remain in the care of two of the club's staff, on the club's premises, if possible, until collected by the parent/carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the club's premises, the club manager will contact the Social Care Team for advice and after consultation with them a note will be left on the door of club informing the child's parent/carer where the child has been taken (e.g., to a public place such as a restaurant, café or police station or into the care of a safeguarding agency) and leave a contact number. A further message will be left on the parent/carer's telephone explaining events.
- The Club Manager will record the incident on an **Incident Form** and complete any additional paperwork within 24 hours of the incident occurring.

### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents/carers.

Parents/carers will be reminded that if they persistently collect their child late, this may result in the withdrawal of our service.

## Contact numbers

### West Sussex

West Sussex Integrated Front Door (IFD): 01403 229900 (between 9am-5pm)

Out of hours number: Emergency Duty Team: 0330 222 6664 (5pm-9am), 07711 769657 (no texts)

Email: [WSChildrensServices@westsussex.gov.uk](mailto:WSChildrensServices@westsussex.gov.uk)

Local Authority Designated Officer (LADO): 0330 222 6450 (9am-5pm) (Miriam Williams and Donna Tomlinson)

Out of hours LADO number: 0330 222 6664 (5pm-9am, weekends and Bank Holidays)

Email: [LADO@westsussex.gov.uk](mailto:LADO@westsussex.gov.uk)

West Sussex Safeguarding Children Partnership: [wsscp@westsussex.gov.uk](mailto:wsscp@westsussex.gov.uk)

### Brighton and Hove

Brighton and Hove Front Door for Families (FDFF): 01273 290400 (between 9am-5pm)

Out of hours number: Emergency Duty Service: 01273 335905/335906 (5pm-8.30am)

Email: [frontdoorforfamilies@brighton-hove.gov.uk](mailto:frontdoorforfamilies@brighton-hove.gov.uk)

Local Authority Designated Officer (LADO): Darrel Clews 01273 295643/07795 335879

Email: [darrel.clews@brighton-hove.gov.uk](mailto:darrel.clews@brighton-hove.gov.uk)

### East Sussex

East Sussex Single Point of Advice (SPOA): 01323 464222 Mon-Thurs 8.30am-5pm & Fri 8.30am-4.30pm

Out of hours: 01273 335905/335906 (5pm-8.30am)

Email: [0-19.SPOA@eastsussex.gov.uk](mailto:0-19.SPOA@eastsussex.gov.uk)

Local Authority Designated Officer (LADO): Amanda Glover 01323 466606/07825 782793

Email: [amanda.glover@eastsussex.gov.uk](mailto:amanda.glover@eastsussex.gov.uk)

### Other numbers

Ofsted: 0300 123 1231

Police: 999 or 101

NSPCC: 0808 800 500

### Related Policies: Safeguarding Children

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 <sup>th</sup> January 2024
To be reviewed: 24 <sup>th</sup> January 2025	Signed: <i>J. Wilkins</i>

Written in accordance with the EYFS welfare requirements: *Safeguarding and promoting children's welfare.*