



Late or Uncollected Child Policy

Cognition Creative Learning expects that each child will be collected by an authorised person by the end of the teaching session. If a child is not collected by the end of the session, and the parent or guardian has not already notified us that they will be delayed, we will follow the procedure set out below:

- A Director will attempt to contact parents or guardians to find out the reason for the delay and when and by whom the child will be collected. This could be delegated to a staff member.
- If the parents or guardians are unable to be contacted, they will try to reach the emergency contacts given. A plan will be agreed for collection of the child i.e. who will be collecting and the time.
- While waiting to be collected the child will be reassured and supervised by a staff member.
- Staff will reassure the child, telling them who is on the way and when they are likely to arrive to collect them, if that information is available.
- If the Director has been unable to speak to any of the parents, guardians or emergency contacts for the child we will wait for 15 minutes and try again. If after one hour after the end of the teaching session and no contact has been made from the parents or guardians or emergency contacts we then apply the procedure for an uncollected child.
- We will contact the Local Authority Social Care Team on 0300 1234 101 or if it is Out of hours 0208 496 3000.
- The child stays at the setting in the care of two people until the child is safely collected either by the parents by a social care worker.
- 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 do staff go to look for the parent, nor do they take the child home with them.



- A full written report of the incident is recorded on an **Incident log form**.
- Depending upon circumstances, we reserve the right to charge parents for the additional hours worked by the staff.

Related Policies

Safeguarding Policy

This policy was adopted by	Cognition Creative Learning	(name of provider)
On	26th July 2020	(date)
Date to be reviewed	July 2021	(date)
Signed on behalf of the provider	Sophie Calienda	
Name of signatory	Sophie Calienda	
Role of signatory (e.g. chair, director or owner)	Director	