

Non-collection of a child policy

Approved: 27 Feb 2019

Reviewed: 1 September 2024

Review due: 1 September 2025

Purpose

This policy outlines the actions to be taken by YMCA East Surrey staff when children are not collected from a setting, and the actions required to safeguard their welfare.

Responsibilities and monitoring

Monitor:	Head of Children & Young People
Approve:	Board of Management
Endorse:	Children & Young People Advisory Board
Propose:	CEO
Draft and review:	CYP Quality and Insights Manager

Policy and procedure

Prior to attending any YMCA Children & Young People Services setting, parent/carers must complete registration details for each of their children (see Admissions policy). This details information including, but not limited to:

- ▶ Name of person who has parental responsibility for the child/ren
- ▶ Home address and telephone number (if the parents/carers do not have a telephone, an alternative number must be given which may be a neighbour or close relative)
- ▶ Mobile telephone number
- ▶ Work contact number
- ▶ Names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect their child from the scheme, and are also the emergency contacts
- ▶ Information about any person who does not have legal access to the child (additional documentation may be required to support this)

Alternative person collecting

If none of the authorised adults can collect the child, the name of the person who will be collecting will be provided, and a password agreed with YMCA staff.

If an unidentified person were to attempt to collect a child, the parents/carers will be called to confirm the person is authorised to collect their child. If contact with parents/carers can't be made, the unidentified person will not be allowed to take the child until authorisation is sought.

Parents/carers are given the setting's contact telephone number – which can be used if there are last minute changes to who will be collecting that day.

If a child is not collected at the end of the session or day

The setting manager / coordinator / leader will:

- ▶ Attempt to the parents/carers mobile number and their place of work or home

- ▶ Check for alternative documented persons to collect the child
- ▶ Ensure there are a minimum of two staff who remain onsite until the child has been collected

If there has been no contact with the parents/carer within an hour after the end of day:

- ▶ The Local Authority Social Services Department will be notified (see below for contact details)
- ▶ A full report of the incident will need to be recorded on MyConcern
- ▶ The Head of Children & Young People will be informed
- ▶ Ofsted will be made aware when Surrey/West Sussex Children's Services (or the police) are contacted

The child will not leave with anyone other than those named (this includes any members of staff)

Late collection fees

Late pick up fees for late collection of children are charged at £5, and an additional £5 for every full 15 minutes thereafter. For the first 15 minutes there will be no additional charge, provided YMCA East Surrey has had notification before the end of the scheme's day.

Contact details for Surrey/West Sussex Children's Services

Surrey T: 0300 470 9100 E: cspa@surreycc.gov.uk

West Sussex T: 0330 222 5296/01403 229 900 E: mash@westsussex.gcsx.gov.uk