

## **Failure to collect a child policy**

### **1. Purpose of this document**

Boom Active has the highest regard for the safety and welfare of all children who attend their sessions. This policy gives reference to the procedure that is carried out if a parent/carer or designated adult does not return to collect their child on time.

### **2. Responsibilities**

The Boom Active Director (BAD) will have access to all emergency contact for each child attending the session.

The BAD is responsible for contacting the parent/carer or designated adult in the event of a child not being collected. It is also the responsibility of the BAD to contact Children's Services if the parent/carer or designated adult does not make contact within the outlined timeframe.

The Boom Staff members allocated to remain with the uncollected child will offer reassurances and ensure the child is kept safe and warm.

### **3. Procedure for uncollected child**

If a parent/carer or designated adult is more than 15 minutes late in collecting their child, the BAD will be informed.

The BAD will call the Parent/carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.

After a further 15 minutes all emergency contacts will be tried again, and a further message will be left informing them that contact will be made with the local Children's Services team.

In total, if a period of 30 minutes has lapsed since the child was due to be collected and no contact has been made with parent/carer or designated adult, the BAD will contact Children's Services to inform them of the situation.

An uncollected child will remain in the care of two Boom staff members, until contact has been made with their parent/carer or Children's Services and the child has been collected. At no point will the child be left alone with only one worker, nor will any attempt be made to take the child home. The child will be kept at the site the session took place.

The BAD will leave a written message with the reception team based within the premises the session was held, informing the Parent/carer or designated adult of what has happened. The message will reassure them of their child's safety and instruct them to contact the local Children's Services Team.

An incident form will be completed. Parents/carers will be informed that persistent late collection may result in the loss of their child's place future Boom Active Sessions.