

Critical incident - uncollected child



The setting provides care for children during stipulated opening times only. Where a child is not collected by the time the setting closes, necessary arrangements are made to secure the child's welfare.

- If a child is not collected by the end of the session or by closing time, members of staff implement this procedure.
- Two members of staff remain with the child on the premises – one of whom is the manager or deputy.
- Every effort is made to contact the parents to find out what has happened.
- Emergency contacts are called to see if another known carer can collect the child.
- If no contact is made a parent or a known carer, and ONE HOUR passes after closing time or the end of the session, the local Social Care Out-of-Hours Duty Officer is called. As well as the manager/chair person.
- The child's details are given to the social worker and an explanation of what has happened.
- Social care workers will attempt to locate the parents' and will take the child into their care if the parents' cannot be found.
- Staff ensure the child is not anxious and do not discuss their concerns in front of them.
- The staff and child should remain in their indoor clothes; the child should be made to feel comfortable, with something to eat or drink given and quiet activities provided.
- Telephone calls are made where the child cannot over hear.
- Members of staff do not go off the premises to look for the parents.
- Members of staff do not leave the premises in order to take the child home or to a carer.
- Members of staff do not offer to take the child home with them to care for them in their own home until contact with the parent is made.
- Members of staff make a record of the lateness in the child's file giving full details of actions taken and the final outcome.