



## Take 2 Cornwall

### Uncollected Children/Young People Policy

Take 2 Cornwall endeavours to ensure that all children/young people are collected/greeted by a parent or carer at the end of each session. If a child/young person is not collected/greeted, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

#### Up to 15 minutes late

- When the parent or carer arrives home or at Take 2 Cornwall they will be reminded that they must call Take 2 Cornwall to notify us if they are delayed.

#### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child/young person the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact Take 2 immediately. The manager will then try to contact the emergency contacts listed on the child's/young person's registration form.
- While waiting to be collected, the child/young person will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call Take 2 Cornwall to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

#### Over 30 minutes late

- If the manager has been unable to contact the child's/young person's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child/young person will remain in the care of Take 2 Cornwall, on their premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child/young person to remain at the Take 2 Cornwall premises, a note will be left on the door of Take 2 Premises informing the child's/young person's parent or carer where the child/young person has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

#### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's/young person's parents or carers. Parents and carers will be reminded that if they persistently collect their child/young person late they may lose their place at Take 2 Cornwall



## Useful contacts

Social Care: 0300 1234 131

Social Care out of hours contact: 01208 251300

LADO (Local Authority Designated Officer): 01872 326536

Cornwall Council and the Isles of Scilly the clinical commissioning group for the area Kernow CCG.

This policy was adopted by: Take 2 Cornwall	Date:01.09.2021
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Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.74*