



For the benefit of this policy Laura Green Trust – which is the governing body of Greenshoots Pre-school and Wraparound care is hereafter referred to as Greenshoots.

Uncollected Child Policy

For all sessions where children are left in our care, our staff will ensure that they have the relevant contact numbers for parents or carers.

If a parent / carer or other identified family member fails to collect their child at the agreed time, a member of our staff will contact the parent / carer 15 minutes after the agreed time for collection and remind them that their child is awaiting collection.

If the parent / carer is not available, our staff will contact the emergency contact number/s so that the child can be collected without further delay. If parents / carers or the emergency contact/s are all unavailable, the child will remain in the care of our staff until they can establish contact with the parents / carers or an emergency contact person. If the session is at an end, two members of our staff will remain on site and await collection of the child. Greenshoots will not release the child to an unauthorised person.

If the parents / carers or an emergency contact have still not been contacted after a period of one hour, one of the Pre-School Managers will contact the Plymouth Children's Gateway Service to inform them that a parent / carer has failed to pick up a child and to get their support in deciding what further action to take. Ofsted will also be notified of the event if Children, Young People and Families Services become involved.

If the parent / carer fails to pick their child up at the end of the wraparound care session at 6.00 p.m. and the parents / carers or an emergency contact cannot be contacted after a period 30 minutes, one of the Pre-School Managers will contact the local Children, Young People and Families Services Out of Hours Services to inform them that a parent / carer has failed to pick up a child and to get their support in deciding what further action to take. Two members of our staff will remain on site and await collection of the child. Greenshoots will not release the child to an unauthorised person. Ofsted will also be notified of the event if the Children, Young People and Families Services become involved.

The Plymouth Children's Gateway can be contacted on : 01752 668000 – select Children's Services option 1.

The Plymouth Children's Gateway Enquiry Line for Professionals can be contacted on : 01752 307160.

The Children Young People and Families Services can be contacted on : 01752 305200.

The Children Young People and Families Services Out of Hours Services can be contacted on : 01752 346984

Ofsted General Helpline can be contacted on : 0300 123 1231

This policy was adopted on: _____

Signed on behalf of Laira Green Trust - Greenshoots Pre-school and Wraparound Care –

Chairperson, Laira Green Trust:

Greenshoots Manager (Strategy and Support):

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