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**Policy statement**

In the event that a child is not collected by an authorised adult by their expected collection time, Sutton Town NC put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible. STNC will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

**Procedures**

• Parents are asked to provide the following specific information when their child starts attending our Club, which is recorded on STNC Registration and Child Information Forms:

- Home address and telephone number

- Alternative address (if applicable) and telephone number

- Two emergency contact numbers must be given

- Information about any person who does not have legal access to the child and/or other welfare/safeguarding concerns

• On occasions when parents are aware that they will not be at home or in their usual place of work, they inform STNC of how they can be contacted.

• On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they must provide STNC with details of the name and telephone number of the person who will be collecting their child. STNC agree with parents how to verify the identity of the person who is to collect their child.

• Parents are informed that if they are not able to collect the child as planned, they must inform STNC so that we can begin to take back-up measures. STNC coaches contact numbers are in all teams whatsapp groups, failing this parents/ carers are to contact head coach Hayley Myles on 07949741490.

Revised October 2023 Sutton Town Netball Club Uncollected Child Policy

If a child is not collected at their expected collection time, STNC follow the procedures below:

▪ The whatsapp group is checked for any information about changes to the normal collection routines.

▪ If no information is available, parents/carers are contacted at home or at work.

▪ If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration and Child Information Forms - are contacted.

▪ All reasonable attempts are made to contact the parents or nominated carers.

▪ The child does not leave the premises with anyone other than those named on the Registration Form unless we have been notified beforehand

▪ If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, STNC apply the procedures for uncollected children.

➢ If we have any cause to believe the child has been abandoned STNC contact the local authority children’s social care team:

▪ Birmingham Children’s Services: Phone – 01213031888

▪ Birmingham Children’s Services Out of hours: Phone – 01216754806

➢ If the children’s social care team is unavailable [or as our local authority advise] we will contact the local police

➢ After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.

➢ The child stays at the setting in the care of two of our DBS verified coaches until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.

➢ Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.

▪ Under no circumstances will STNC go to look for the parent, nor leave the setting premises with the child.

▪ STNC ensure that the child is not anxious and coaches do not discuss our concerns in front of them.

▪ A full written report of the incident is recorded in the child’s file.