

Non-collection of a child

If a child has not been collected at the end of a session and the main carer has not contacted the group, the following procedure should be followed.

1. Attempt to contact the main carer after 10 minutes to find out if someone is on their way or delayed.
2. Allow 20 minutes from the end of the session for the parent/carers to turn up or make contact.
3. The child must remain in the main room and be accompanied by a member of staff. Under no circumstances should a member of staff take the child home.
4. The usual contact numbers for the parent/carers should be tried again. If no reply, the emergency numbers should then be used to ascertain if the emergency contact is able to collect the child.
5. If there is no reply, or the emergency contact is unable to collect the child, then the person in charge should continue with the procedure described below.
6. The Children's Service's Team should be contacted on 08702385465. The situation should be explained to them and they should be asked to come and collect the child. A member of staff must not take the child to Children Social Care – they must come out and collect.
7. If for any reason, social services cannot come out, then the police should be contacted and they will collect the child.
8. Details of where the child is to be taken should be obtained by the staff together with brief details of the procedure that will follow. Children Social Care/police should be given all contact numbers for the child.
9. Contact with the parent/carers should be attempted again and a message left explaining what has taken place.
10. At all times the child must be reassured and comforted.