

Late Collections and Non-collection Procedure

In the case of a child not being collected at the end of a session the following procedure should be followed -

- Staff to inform the manager if a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work. If this fails the emergency contacts will then be contacted as per planned for accordingly.
- The manager/staff member of duty in charge and one other member of staff must stay behind with the child (if this falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parent/carer still has not collected the child, the manager will telephone all contacts numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record form.
- If a member of staff knows a relative or friend of the child's family they may try and contact that person to see if they know of the parent/carers whereabouts.
- If after half hour we have been unable to make contact with anyone and the child has still not been collected, the most senior staff member present should telephone the Isle of Wight professionals number at Children's Services on 0300 300 0901 and seek advice from them.
- No staff member to take the child home or to the families home alone.

If a child attending the morning session only is not collected the management should try until the end of day to contact the parents or emergency contacts, if the child is not collected by 15 minutes after the end of day children's services should be called without further delay.