



PROCEDURES TO BE FOLLOWED BY STAFF WHEN A CHILD IS NOT COLLECTED ON TIME

Parents are advised of collection times and have school telephone numbers that they can contact should they be unavoidably delayed. They will be asked at the start of the session what time they will be collecting their child.

Should the child not be collected within half an hour of the agreed collection time, the carer in charge will telephone the primary carer. Should there be no response the secondary carer will be contacted followed by the emergency contact. A member of the Senior Leadership Team will be informed. During this time, the child will be safely looked after.

At this point the decision to contact Social Services might have to be made. If there is no response from the parents' or carers' contact numbers or the emergency numbers within a 2 hour period or when the premises are closing the child will be taken to the boarding house where it will be cared for, the house staff will continue to attempt to contact the parents and will also contact the Social Care Duty Officer. On a Friday if there is no response within a 2 hour period the member of staff on duty will contact the Social Care Duty Officer

Social Services	Duty Officer	01628 683133
Social Services	Out of Hours	01344 786543

Social Care will make emergency arrangements for the child and will arrange for a visit to be made to the child's house and will check with the Police. We will make a full written report of the incident.

We undertake to look after the child safely throughout the time that he or she remains under our care.