

HIGHFIELD AFTER SCHOOL CLUB

Uncollected Children

Our Club has the highest regard for the safety of the children in our care - from the moment they arrive to the moment that they leave.

At the end of every session, the Club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them activities and as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made the manager will call local Social Care for advice after 30 minutes of the club closing.
- The club will act on the advice of Social Care
- Unless absolutely necessary the child will not be taken to the home of a member of staff, or away from the Club's premises, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the Clubs two staff members until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care.
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, the Manager will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Care Department. You may want to consider leaving a note at the family home.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

Useful numbers:

Social Care: 0345 045 5203

Outside Hours: 01733 234724