

## Late Collection of a Child

In the first instance, after ten minutes a staff member should accompany the child to the office, telephone the parent/carer and establish what has happened, the time the child is to be collected and name of person collecting the child. The manager or deputy manager should be informed and it is their responsibility to care for the child until he/she is collected.

If, after fifteen minutes, contact has not been made then the manager or deputy manager should telephone the other contact numbers and follow the above procedure. The incident should be logged.

If by 6:30 p.m. contact has not been established then the manager or deputy manager should contact social care and the police. Telephone numbers of both are displayed in the office and can be found at the end of this policy. The manager or deputy manager will stay with the child until suitable arrangements are in place.

Contact and Referral Team Tel. 01709 823987

Non- emergency Police contact Tel. 01142 202020 OR 101