

Non-Collection of Child

1. If there is a change to the regular person collecting a child, a note should be made on the daily sheet in the blue Deputy folder.
2. The staff member who is aware of the non-collection is to inform the Manager.
3. The well-being of the child is our priority and a staff member is to ensure the child is happy and not concerned regarding the non-collection.
4. If no-one has arrived within 10 minutes, the Manager should ring the collector to see if the child has been forgotten. If possible, leave a message.
5. If no contact is made, ring the second contact.
6. If the non-collection is at lunchtime, let the child join in with the lunch children and have some food from the snack bar. If the child is not collected by the end of lunchtime and no contact has been made, the Manager should continue to ring the contact numbers. The child should be reassured and supported to join in with the afternoon session.
7. If the collection is at the end of the day, two members of staff must remain at the setting with the child.
8. If no-one arrives by 4.45pm and no contact has been made, the Manager should call the local Social Services Office and follow their advice as to how to proceed.

Leicestershire Central Duty Team: 0116 305 0005
(See alternative numbers on the notice board)