



## **Late and Non Collection Policy**

This policy is monitored and reviewed regularly by the Senior Management Team to ensure we meet our overall aims. It is available to parents on request and is promoted and implemented throughout the Company.

In the instance of a child not being collected from school or nursery by the agreed time or at the end of a booked session, after a reasonable amount of time the following procedure will be initiated by the members of the management team on duty:

- 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 the child's records.
- The member of management on duty in charge and one other member of staff will stay behind with the child (if it falls outside normal operating hours).
- If the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made, making note of who has been called and at what time.
- In the event of no contact being made after one hour has lapsed, a member of SMT will ring Children's Social Care Emergency Duty Team on 0300 123 6722 for advice, and inform the Headteacher or other member of SMT.
- Two members of staff will remain on the premises, caring for and reassuring the child, until suitable arrangements have been made for the child to be collected.