

Uncollected Children

Step by Step 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, Step by Step 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.
- Step by Step manager /deputy 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.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Step by Step worker will call the SPOA team 01323 464222 from 8.30 - 5 pm / or the emergency duty service from 5pm until 8.30 am on 01273 335906 or 01273 335905 for advice.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of Step by Step until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Children's services.
- Incidents of late collection will be recorded by the Step by Steps worker and discussed with parents / carers at the earliest opportunity.

This policy is in addition to the safeguarding procedure