



PaWS Xtra Breakfast and After School Club

Uncollected Child Procedure

If a parent/carer is held up by unforeseen events and they are unable to collect their child by 5.45pm, they must contact the club to explain the reason and advise the collection time or alternatively, advise of another person collecting and set a password.

If no contact is made the club co-ordinator will phone the primary contact numbers the parent provided on the registration forms. Details of these are on the pupil information sheets. Messages will always be left on any answer phone requesting a prompt reply.

If there is no reply, the coordinator will phone the emergency contact numbers. If the person is unknown to the club but are listed on the registration form, they will be asked to bring a proof of identity.

Two members of staff should be present with children at all times.

At 6.15pm, if the parent/carer has not made contact with the club co-ordinator our out of hours DSL, Kelly Kerr, should also be notified.

Social Services will be informed. A message will be left for the parent/carer advising them of the action that has been taken.

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 Club Co-ordinator will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the door of the school'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.

A full written report of the incident will be recorded and filed late collection fines will also apply for additional over time of staff until the child is collected. The Club Coordinator and/or school Business Manager will make a decision regarding future booking status.

Social Services: 01273 335906 and 01273 335905

SPOA: 01323 464222