

# Peak Time Kids' Club

## Uncollected Children

**Peak Time Kids' Club has the highest regard for the safety of the children in its care- from the moment they arrive to the moment that they leave.**

If a child is not collected the following procedures will be followed:

- The Coordinator will call the parent/carer or designated adult, and use the emergency contact details to ascertain the cause of the delay. Messages will always be left on any answer phone requesting a prompt reply. The late collection service will be offered.
- While waiting the child will be cared for by two members of staff.
- If after repeated attempts and 45 minutes have elapsed the Coordinator will call Social Services for advice
- If Social Services are involved, the Coordinator will attempt to leave another telephone message on the designated adults answer phone. A note will also be left on the club's premises door.
- Under no circumstances will a child be taken to the home of a member of staff unless absolutely necessary while waiting for them to be collected.
- Incidents of late collection will be recorded.