

## SNAAP's Late or non-collection of children policy

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. When families join SNAAP, we inform parents/carers of our procedures so that, if they are unavoidably delayed, they can be reassured that their children will be properly cared for.

### Procedures

- Parents who are required to deliver their children to and collect from a SNAAP activity's venue are asked to provide specific information, which we record on the child's care plan. This includes:
  - home address, landline telephone number and mobile telephone number
  - names and telephone numbers of adults who can be contacted in case of an emergency
- Parents are advised that if they are not able to collect the child as planned, they must inform us as soon as possible so that we can initiate our back-up arrangements. We also inform parents that, if their children are not collected from the venue by an authorised adult and if SNAAP staff can no longer continue to supervise or look after the child at the venue, then the local authority (Social Services Dept) will be contacted.

If a child is not collected at the end of the session/day, we follow the following procedures:

- Check our records for any information about changes to the normal collection routines.
- Attempt to contact the parent/carer using the numbers provided on the child's care plan.
- If this is unsuccessful, the emergency contact (noted on the child's care plan form) will be contacted.
- ensure the child does not leave the premises with anyone other than those named on the care plan unless specific and safe instructions are given by the parent/carer, which could include a password
- If the authorised adult or their authorised nominee doesn't collect the child after 30 minutes and no-one can be contacted to collect the child, then the local authority (Social Services Dept) will be contacted.
- we will keep the child at the venue in the care of two staff until s/he is safely collected either by the parents/carers, authorised nominee or by a social worker.
- Under no circumstances will staff go to look for the parent, nor will they take the child home with them.
- A full written report of the incident will be recorded in the child's file and reported to the Designated Safeguarding Lead.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Date last reviewed: 31<sup>st</sup> October 2020

Date next review due: October 2023