

Uncollected Children

At the end of every session, FACEvents 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:

Whilst waiting to be collected, the child is supervised by a minimum of two staff members; unless the Lone Worker policy has been activated with reasonable justification. Staff will offer as much support and reassurance as is necessary.

STAGE ONE

After 15 minutes.

If there has been no communication from the parent/carer/designated adult, the manager for that day will make a phone call to the Emergency contacts listed on the child's booking to attempt to find the reasoning for the delay & how long it is likely to last; messages will be left on answer phones, requesting a prompt reply.

STAGE TWO

After 30 minutes.

If, after repeated attempts, no contact is made with any of the Emergency Contacts, the manager for that day will call the Initial Point of Contact for advice and the next steps to take.

| Initial Points of Contact | | |
|---|--|---|
| WILTSHIRE | READING | WOKINGHAM |
| Multi-Agency Safeguarding Hub (MASH) 0300 456 0108 | Children's Single Point of Access 0118 937 3641 | WBC Referral and Assessment Team 0118 908 8002 |
| <i>Out of hours Emergency Duty Teams</i> | | |
| 0845 6070 888 | 01344 786 543 | |

Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary.

The child will remain in the care of FACEvents until they are collected by someone with designated parental responsibility (stated on the child's booking), a designated adult OR in extreme cases, the police or social services.

Incidents of late collection will be recorded by the manager for that day and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at FACEvents.