

Policy 8 Failure to Collect

In the event of a child/children not being collected on time the following will be undertaken:

- Staff members will stay with the child / children and reassure them.
- Two members of staff will stay on the premises at all times.
- All attempts must be made to contact the parents.
- In the event that the parents cannot be obtained, the Emergency Contact details must be at hand and all attempts must be made to contact those detailed.
- Where it has not been possible to contact anybody, **within an hour then Social Services must be informed immediately.**

Social Services (York) 01904 613161
Social Services 'Out of hours' service 01904 762314



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