PSCL Failing to Collect a Child' Policy and Procedure

As a professional organisation we have a duty of care to every individual child. We are required to have a procedure in place in the event of a parent and/or carer failing to collect their child/children at the appointed time.

- o If a child is not collected within a reasonable period of time after the agreed collection time, we will try calling the parents' contact numbers.
- o If there is no response, we will try the emergency contact numbers.
- o During this time, we will continue to safely look after the child.
- o We will continue to try the parents' contact numbers and emergency numbers, but if we have heard nothing after one hour from the original agreed collection time, we will then inform the local authority duty social worker.
- o We will charge an additional fee for late collection. For every 5 minutes that the parent/carer is late we will charge an additional £2. Where an after school child care group is available we will place the child in the childcare provision who will charge the parent/carer accordingly.
- o If persistent late collection occurs, we will speak to the parent/carer and, working together with the school, suggest that the parent places their child in an after school childcare provision which is available until a later time. On holiday courses we will work with the parent/carer and suggest if a designated person can pick up the child instead. Failing that, we will suggest that the parent seeks other provision.

Important Contact Numbers

LADO Manchester: Majella O'Hagan 0161 234 1214
LADO Stockport: Ged Sweeney 0161 474 5657
LADO Salford: Margaret Dillon & Patsy Molloy 0161 603 4350 or 0161 603 4445
LADO Tameside: Tania Brown 0161 342 4398
LADO Cheshire East: 01606 288931
LADO Trafford: Anita Hopkins 0161 912 5024

Child Care Out of Hours
Manchester: 0161 234 5001
Stockport: 0161 718 2118
Salford: 0161 794 8888
Tameside: 0161 342 2222

Emergency police 999
Non-emergency police 101

Policy review date: April 2023