



**Oriel** Academy  
**West London**  
an Aspirations Academy

# **WRAP AROUND CARE CHILDREN NOT COLLECTED POLICY**

<b>APPROVED</b>	<b>Summer</b>	<b>2020</b>
<b>REVIEW</b>	<b>Summer</b>	<b>2021</b>

## **Emergency Telephone Numbers**

As part of the scheme's admission procedures, all carers **must** be asked to give the scheme at least one emergency contact telephone number for the scheme to use when the parent/carer is unavailable to be contacted. (We recommend, from experience, that it is beneficial to have two emergency numbers.)

It is the Scheme leader's responsibility to ensure that all children on the register are accounted for at all times.

## **Uncollected Children Procedures**

If children have not been collected at the end of the Scheme and no message has been received, the following procedures should be followed until you meet a successful outcome:

- Telephone contact number for the parent/carer at home/work.
- Telephone the emergency contact numbers and ask the nominated person to come and collect the child.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, the Scheme Leader will notify a member of SLT who will call the local social services department for advice.
- In the event of the social care being called and responsibility for the child being passed to a child protection agency, SLT will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. A written message will be left in an appropriate place informing the parent/carer to contact SLT member. The member of SLT will reassure them of their child's safety and instruct them to contact the local social care department.

If you have tried all these avenues and have not been successful, the police have to be called.

If you do have to do this you must send a written statement of events that have occurred to Social Care, so that the incident is followed up.

## **Please Note**

Staff should not walk the child home or take the child to their own home. Staff are not covered under insurance to do so. Staff should also not hand the child over to a neighbour/friend of the family where they have not had written permission to do so.

**Incidents of late collection will be recorded by the Scheme Leader and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the scheme.**

## **EMERGENCY PROCEDURES FOR LOST OR MISSING CHILDREN**

A missing child is :

'a child who is due to attend the scheme that day but does not arrive at the scheme (or designated meeting area) for registration'.

'a child who has arrived at the scheme that day for registration but found to be missing during the course of the session'.

**In the event of a child who does not arrive at the After School Care scheme (or designated meeting area) for registration, the following procedures will apply:**

- The Scheme Leader will check the school building and grounds, and will ask the child's teacher / friends if they know the whereabouts of the child.
- If the child is still not found, the Scheme Leader will then go into school and check whether the child attended school that day or for any other relevant information. The school staff will be asked for their help to locate the missing child.
- If the child did attend school that day, then the Scheme Leader should return to the scheme and contact the child's parents/carers to confirm whether they should be attending aftercare that day.
- If the child's parents/carer's cannot be reached, then the Scheme Leader will telephone the emergency contacts for information.
- If it has not been possible to contact either the child's parents/carers or the emergency contacts and there has been no information on the child's whereabouts, the police **MUST** be contacted **IMMEDIATELY**.

**In the event of a child registered into the scheme but found to be missing during the course of the session, the following procedures will apply:**

- The Scheme Leader will check the school building and grounds, and will ask the child's friends if they know the whereabouts of the child.
- If the child is still not found, the Scheme Leader should return to the scheme and notify the parents/carers.
- If it has not been possible to contact either the child's parents/carers or the emergency contacts and there has been no information on the child's whereabouts, the police **MUST** be contacted **IMMEDIATELY**.

**In all incidences the Scheme Leader must record the incident on an Incident Slip and immediately inform the school and the SLT. In cases where either the police or Social Care have been informed, Ofsted will also be informed, as soon as practicable.**

**THESE PROCEDURES MUST BE FOLLOWED IN ORDER TO PROTECT THE SAFETY OF THE CHILD AND THE STAFF.**

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## **SOCIAL CARE LOCAL OFFICES**

Early Help Hounslow  
Tel: (020) 8583 6600

E-mail: [Early\\_help@hounslow.gov.uk](mailto:Early_help@hounslow.gov.uk)

Outside of normal office hours contact the Social Services Emergency Duty Team on (020) 8583 2222.

Contact may be made by email on [www.hounslow.gov.uk/socialservices](http://www.hounslow.gov.uk/socialservices).

**PLEASE REMEMBER, IF YOU HAVE ANY PROBLEMS WITH CONTACTING SOCIAL CARE  
PLEASE NOTIFY SOCIAL CARE IN WRITING AND COPY TO THE CHILDREN'S SERVICES  
AND LIFELONG LEARNING DEPARTMENT.**