

Thurrock Council

Disabled Children's Short Breaks and Outreach Service Sunshine Centre, Hannah's Place and Befriending

Procedure to be followed in the event of a child not being collected

Procedure

The following procedures will be followed:

- check with the office that the parent or carer has not notified them of a delay
- telephone the parent or carer and if there is no response an additional time of 30 mins will be given – during this time, if during office hours, contact to be made with the Team for Disabled Children to try and gain further information
- during this time a member of staff will be responsible for the continued care for the child/ young person
- in the event of being unable to contact parent/carers or any of the emergency contact numbers given, the duty worker in the Multi Agency Safeguarding Hub (MASH) or, if the child is open to them, the Team for Disabled Children, will be contacted
- if this occurs out of hours the Emergency Duty Team will be contacted in order that temporary care can be arranged for the child
- the duty team will provide information stating where the child has been taken to and this information will be put in writing to the parent/ guardian and delivered to their home address

Unauthorised person

In the event that an unauthorised person arrives to collect a child the following procedures will be followed:

- the unauthorised person will be asked to wait outside of the building until we have checked if it is ok for the child to go with them – staff will take down the person's full name and relationship to the child
- the unauthorised person will also be asked if they have been provided with the child's emergency collection password – this will be a new password that the parent/carers sets when they inform the session leader that someone new is collecting
- parent or carers where possible will be asked to share an image of the person collecting as an extra safety measure to ensure the correct person is collecting
- the session leader, Manager or Deputy Manager will telephone the child's parent/carers to verify the person who has arrived to collect the child
- if we are unable to get hold of the parent/carers or any of the emergency contact numbers given, the duty worker in the MASH or, if the child is open to them, the Team for Disabled Children, will be contacted
- if the unauthorised person cannot be verified then under no circumstances can the child be allowed to go home with them – in this case the child will remain the responsibility of the Disabled Children's Short Breaks and Outreach Service until the unauthorised person has been verified

It is the Disabled Children's Short Breaks and Outreach Service procedure for parents to inform us in advance, if someone else will be dropping off or collecting their child/young person.

Document review

It was last reviewed by Lauren Riddick and Laura Hayden – September 2023.

Riddick and Laura Hayden – September 2023.