



OOSC - Pick Up Procedure

For the safety and wellbeing of the children in our care, the Indigo Childcare Group staff follow the procedure as outlined below:

Preparing for pick up

- Check communication book & phone for messages of any children not to be collected from school
- Check coverage sheet in case pickups have been changed
- Collect pick up folder/bag
 - Phone charged and topped up
 - Children's updated consent forms
 - Pick up register

Wait at muster for children mark on register as they arrive

If all children present

- Escort to bus return to base if out on pick up

If child does not arrive at pick up point

- Check in school office, to see if they were at school or sent home: - if not accounted for go to next step
- Phone base to check for any late messages: - if none go to next step
- Phone parent/emergency contact/work numbers leave message on all numbers if unable to speak to someone & log who has been contacted: -if no contact is made go to next step
- Inform line manager and return to base if out on pick up
- If no contact has been made Line manger will contact police reporting the child missing

Action

If parent continues not to inform staff that their child doesn't require picked up,

- A letter will be sent informing of the importance and reasons for good communication in regards to pickups
- If no improvement in communication in regard to pickups as a last resort the service may be withdrawn