

**Procedure to follow if a driver/escort arrive home with a child and nobody is there to receive them**

- 1) Even if they say they've tried calling the parent/carer, try calling them too, we may have different or extra numbers that they don't have.
- 2) If you're not able to make contact, call the child's school and they may be able to make contact. (make a note of the person's name that you speak to)
- 3) If the school are unable to make contact call KCC (see KCC contacts list) explain the situation to them and see if they have any alternative numbers (make a note of the persons name that you speak to)
- 4) If still not able to make contact and there are other children on board, advise the driver/escort to drop off the rest of the children and then return, in most cases somebody will have arrived home by then.
- 5) If there is still nobody home, advise the driver/escort to take the child to either the local social services office or local police station.
- 6) Please inform both members of staff that you'd previously spoken to at the school and the KCC.
- 7) Leave a message on the parent/carers phone if possible.
- 8) Inform Lynne about what's happened.

**Do not ever advise the driver/escort to leave a child with a neighbour or anyone other than parent/carer**

We have never had to resort to taking a child to the police station/social services as the parent/carer generally arrive home and have been held up for a genuine reason.