



ELHAP – A SPECIAL NEEDS ADVENTURE PLAYGROUND
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Uncollected Users' Policy

Statement of intent

In the event of a user (a user includes any child, young person or adult under ELHAP's care) being uncollected whilst in the care of ELHAP, ELHAP will put into practice procedures. These ensure that the user is either collected or placed under appropriate care.

Aim

In the event that a user is uncollected, we will ensure that parents/carers, and/or authorities are notified at the appropriate stage, and a high level of care is maintained to the uncollected user at ELHAP while procedures are followed.

Stage 1

15 minutes after the due time, the senior member of staff will contact the users' parent/carer to clarify the reasons for non-collection. If the parent/carer has been delayed, the senior member of staff will ensure appropriate staff* remains to offer a high level of care until the user is collected.

The senior member of staff may, if appropriate, organise ELHAP transport** to deliver the user to their home address.

If the senior member of staff is unable to make contact with the parent/carer, they will proceed to stage 2.

Stage 2

The senior member of staff will contact the users' named emergency persons. If the named emergency person are able to collect the user, the senior member of staff will ensure appropriate staff* remains to offer a high level of care until the user is collected.

The senior member of staff may, if appropriate, organise ELHAP transport** to deliver the user to the named emergency persons' address.

If the senior member of staff is unable to make contact with the named emergency persons, they will proceed to stage 3.

Stage 3

The senior member of staff will contact the relevant Duty Social Worker to seek advice. The senior member of staff will follow the Duty Social Worker's advice and ensure appropriate staff* remains to offer a high level of care until the user is collected.

The senior member of staff may, if appropriate, organise ELHAP transport** to deliver the user to the address stipulated by the Duty Social Worker.

Emergencies

ELHAP will not release the user to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person must give the name and address and a physical description of the unauthorised person and the senior staff member in charge will check this description before permitting the user to leave.

Penalties for non-collection of users'

The ELHAP Manager reserves the right to apply penalties for repeated non-collection, including:

1. A charge of £1 per minute for late collection after the publicised closing time,
2. Suspension or withdrawal of ELHAP services.

*Appropriate staff will include a minimum of two staff including a senior member of staff and a first aider.

**ELHAP transport will include a minimum of two staff, including a driver and escort.

**Implemented by the ELHAP Board of Trustees
3rd October 2005**