

NO SHOW POLICY

Straight after School

If a child is booked into Quackers but is not at the collection point, we will

1. Refresh the register to see if the parent has cancelled last minute
2. Check register notes to see if a message has been added
3. Check with the school whether the child was present at school that day (this will always be via adult to adult, we will not take the word of another child as to the missing child's whereabouts).
4. If the club is told by the school the child was not in or has gone home with a parent, the Quackers club will record the child as not coming, noting what school staff member informed the club and what Quackers staff member was told.
5. If the whereabouts of the child is not known, Quackers will ask the school to implement **THE SCHOOLS Missing/Lost Child policy** **BUT** we will also contact the child's parents and all emergency contacts to see where the child is and if need be leave a message for them to contact us urgently.
6. **Quackers will work with the school until the issue is resolved.**

Coming from another club

1. If a child is coming to us later from ANY other Club (a club that starts straight after school) **the parent must liaise directly with the other club to ensure their child is brought to Quackers by the other club.**
2. Should a child not arrive from another club when expected, we will go and see if they can find the other club and find out if the child came to them.
3. If the child **HAS BEEN TO THE OTHER CLUB, we will establish**
 - a. Has the child been picked up from the other club by someone, if so Quackers staff will record the child as not coming, noting what Other Club staff member informed Quackers, who collected the child (if known) and what Quackers staff member was told.
 - b. If the child was released unsupervised by the other club to come to Quackers and has not arrived, we will tell the other club to instigate **THEIR** Missing/Lost child policy **BUT** we will also contact the child's parents and all emergency contacts to see where the child is and if need be leave a message for them to contact us urgently.
 - c. **Quackers will work with the other club until the issue is resolved.**
 - d. In cases where the child was released by the other club unsupervised, We will complete an Incident Log and pass this onto the schools DSO.
4. If the child **HAS NOT BEEN TO THE OTHER CLUB, we will establish**
 - a. Was the other club informed by the school if the child was off or collected straight after school, if so Quackers staff will record the child as not coming, noting what Other Club staff member informed Quackers, who collected the child (if known) and what Quackers staff member was told
 - b. If the Other Club was not informed by the School if the child was not in or picked up, if a teacher at the school is still onsite, Quackers will ask for their assistance in establishing the child's whereabouts
 - c. If the child's whereabouts is still not known, or the Other Club has left the site Quackers will contact the child's parents and all emergency contacts to see where the child is and if need be, leave a message for them to contact us urgently. An Incident report will be completed, and the Area Manager will be notified.