

Uncollected Children Policy

Malvern Special Families has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of each session, the club will ensure that all children are collected by a parent or designated carer in accordance with our Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent/carer is **more than 15 minutes late in collecting their child**, the playleader will be informed, if unaware.
- The playleader will call the parent/carer and use any other emergency contact details as outlined on the registration form, to ascertain the cause of the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much reassurance and support as is necessary.
- If after repeated attempts, no contact is made with the parent/ carer or other designated adults named on the child's file, and a **further period of 30 minutes has elapsed**, (total of 45 minutes after collection was due) the playleader will contact their local police service. *

Contact Local Police service on the non- emergency number **101**

- In the event of social services being called and responsibility for the child being passed to a child protection agency, the playleader will attempt to leave a further message with the parent/carer/designated adult on their answer machine. Furthermore, a note will be left on the door of the clubs' premises informing them of what has happened and reassuring them of their child's safety and instructing them to contact social care (details above).
- Under no circumstances will the child be taken to the home of a member of staff, or away from the club's premises unless necessary, while waiting for them to be collected at the end of a session.
Members of staff will not transport children in their own vehicles.
- The child will remain in the care of the club until they are collected by the parent/carer or designated adult, or alternatively placed in the care of social services.

* Historically we would contact The Family Front Door, in the unlikely event of a child not being collected. This has now changed, and we are advised that childcare providers should contact their local Police service. This should serve as a reminder to all parent/carers to record 2 emergency contacts numbers on their child's registration form, in case they -the parent/carer, cannot be reached for any reason.

LATE COLLECTIONS will be recorded by the playleader and be discussed with the parent/carer at the earliest opportunity. Parents/carers will be asked to donate to Malvern Special Families to cover staff wages when they are late collecting their child. Parents/carers will be informed that persistent late collection will result in the imposition of a fine of £10 and may lead to the loss of their child's place at Malvern Special Families.

If parents are unavoidably delayed, they must try and telephone the Playleader on the work mobiles.