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:

Up to 15 minutes late

- On arrival the parent/carer will be reminded that they must call the Playleader to notify us if they are delayed.
- The parent/carer will be informed that penalty fees may be charged (unless the delay was genuinely unavoidable).

More than 15 minutes late

- 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.

More than 30 minutes late

- If after repeated attempts, no contact is made with the parent carer or other designated adults named on the child's file`, and a period of 30 minutes has elapsed, the playleader will contact the local Social Care Team for advice.

Family Front Door (Children's Social Care)

01905 822666 (Monday-Thursday 9am-5.00pm, Friday 9am-4.30pm)

01905 768020 (evenings and weekends)

- In the event of the Social Care Team being called and responsibility for the child being passed to Social Care, the playleader will attempt to leave a further message with the parent/carer/designated adult on their answer machine.
- 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).
- The child will remain in the care of at least two MSF club staff while waiting to be collected.
- Under no circumstances will the child be taken to the home of a member of staff.
- Members of staff will not transport children in their own vehicles.

Two Emergency Contacts

All parents/carers are reminded to provide Two Emergency Contacts with current phone numbers on their Child's Information 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.