



Hilldrop Area Community Association - Play Projects Uncollected Children Policy and Procedure

July 2021

Policy No. 19	This policy was adopted by HACA in June 2018 and will be reviewed at least every 2 years.	Date of Review: July 2021
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Hilldrop Play Project has the utmost regard for the safety of the children in our care – from the time they arrive to the time that they leave.

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

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the manager will be informed.
- The manager will contact the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long its likely duration. Messages will 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 activities and as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made the manger will call local Social Care for advice after 30 minutes of the club closing.
- The club will act on the advice of Social Care.
- The child will remain in the care of the club’s two staff members until collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care.
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, the manager will attempt to leave a further telephone message on the answer phone of the parent/carers or designated adult. Furthermore, a note will be left on the

door of the club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Care Department. If possible a note should be left at the family home.

- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that late collection will result in additional costs to them, and continued late collection may incur the loss of their child's place at the club.