



UNCOLLECTED CHILDREN POLICY AND PROCEDURES

Principles:

- a. The Let's Play Project has the highest regard for the safety, welfare and care of the young people and vulnerable adults from the moment they arrive at any activity arranged by Let's Play to the moment that they leave.
- b. The Let's Play Project will actively seek to improve their service to meet the needs of each young person and vulnerable adult and to endeavour to protect them from harm or abuse.
- c. The Let's Play Project also believes that they should work in partnership with the parent for the benefit of the young person/vulnerable adult keeping any stress experienced to a minimum. In this the parent has a responsibility in the management of the care of each young person/vulnerable adult at the close of each session. If late collection is an issue with a parent then the policy and agreement will be implemented, (a copy will be retained by the parent or carer.)
- d. The Let's Play Project will also work with other agencies, if necessary, to achieve a safe outcome should a young person/vulnerable adult not be collected by any of the people designated to do so.

1. Policy:

- a. At the end of every session, the Let's Play Project will to ensure that all young people /vulnerable adults are collected by a parent, carer or designated person who is over the age of 17.
- b. No young people/ vulnerable adults will be taken to the home of a member of staff, volunteer or trustee, or away from the play venue premises unless absolutely necessary whilst waiting for them to be collected at the end of a session. In this case one other member of staff, volunteer or trustee will be present at all times.
- c. In the event of failure by a parent, carer or designated person to collect the young person/vulnerable adult, or to inform the Let's Play Project of late arrival, then the Let's Play Project will make every effort to make contact, if we are unsuccessful then emergency contacts on file will be contacted. However, should this not be successful Social Services or other agencies who can continue the care of the young person/vulnerable adult will become involved.



2. Procedures:

2.1 **These procedures will apply if for some reason a young person/vulnerable adult are not collected at the end of a session provided by the Let's Play Project.**

- a. If a parent, carer or designated person is 5 minutes late in collecting their young person/vulnerable adult, a member of staff can call the given telephone numbers of the parent, carer or designated person at their discretion in order to try to ascertain the cause for the delay, and when they expect to arrive at the venue. Messages will always be left on any answer-phone requesting a prompt reply.
- b. While waiting to be collected, the young person/vulnerable adult will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- c. If, after repeated attempts, no contact is made with the parent, carer or designated person, within a period of 30 minutes of the session ending the Co-ordinator, Project Manager, or Trustee on call, will contact the local Social Services Department for advice.
- d. In the event of the Social Services being called and responsibility for the young person/vulnerable adult being passed to a Child Protection agency, the senior staff member present, or trustee, will attempt further contact or leave a telephone message on the parent's, carer's or designated person's answer-phone.
- e. If Social Services do not assist with the matter and take responsibility of the young person/vulnerable adult then the police will be called and they will take responsibility of the young person/vulnerable adult.
- f. If contact has not been made with the young person / vulnerable adult's parent, carer or designated person, a note will be delivered through the door of the young person's / vulnerable adult's address by the Co-ordinator, Project Manager or Trustee on call.
- g. The young person/vulnerable adult will remain in the care of the staff present until they are collected by the parent, carer or designated person, or alternatively placed in the care of Social Services or the police.
- h. Incidents of late collection will be recorded by a senior member of staff and discussed with the parent or carer at the earliest opportunity.
- i. **The Let's Play Project reserves the right to make a charge of £5 for every 15 minutes late to cover costs. (Note: those who inform us prior to the activity that they will be late will be exempt from the charge).**
 - 1) If after two weeks of non-payment a second invoice is then sent when an additional £5 administration charge will be added.

Let's Play Project. Orchards View, Twyford Road, Twyford, Banbury OX17 3JL



Registered Charity No. 1111944

- 2) If payment remains unpaid for more than 2 weeks following a second invoice, then provision could be withdrawn.
- j. **To be noted:** Other venues may also make their own charge for remaining open late and this will be passed on to the parent or carer.
- k. A record of all calls and comments and outcomes will be made by the senior Let's Play Project person present at the time.
- l. In the event of persistent late collection of a service user, and in consultation with all relevant parties, the Let's Play Project reserves the right to withdraw provision

In accessing the Let's Play activities timetable, it will be assumed that parents/carers agree to abide by this policy, unless they contact the Project Manager. On completing the young person's profile parents agree to adhere to this policy.