

UNCOLLECTED YOUNG PERSON POLICY & PROCEDURES

1. General Statement:

The Let's Play Project has the highest regard for the safety, welfare and care of the Young People from the point that they are dropped off into our care and until they are collected by a Parent or Carer or transported home.

If an individual agreement is needed to alter our standard drop off and collection procedures, then the Core Team at Let's Play Project will work with the Parents/Carers to ensure that alternative arrangements are suitable for all. The Let's Play Project will also work with other agencies, if necessary, to achieve a safe outcome should a Young Person not be collected by any of the people designated to do so.

2. Policy

- 2.1. At the end of every session, the Let's Play Project will ensure that all Young People are collected by a Parent/Carer or designated safe person who is over the age of 18.
- 2.2. In the event of failure by a Parent/Carer or designated person to collect the Young Person, 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 will be contacted and support requested.

3. Procedures

- 3.1. **These procedures will apply if for some reason a Young Person is not collected at the end of a session provided by the Let's Play Project.**
 - 3.1.1. If a Parent/Carer or designated person is over 5 minutes late in collecting their Young Person, a member of the Core Team or Session Leader will call the given telephone numbers of the Parent/Carer or designated person 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 answerphone requesting a prompt reply.

- 3.1.2. While waiting to be collected, the Young Person will be supervised by at least two Playworkers who will offer them as much support and reassurance as is necessary.
 - 3.1.3. 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 Core Team will contact the local Social Services Department if the child has a designated social worker or the MASH team if necessary for advice and support.
 - 3.1.4. In the event of the Social Services being called and responsibility for the Young Person being passed to a Child Protection agency, the Core Team will attempt further contact or leave a telephone message on the Parent's/Carer's or designated person's answerphone.
 - 3.1.5. The Core Team individual on duty will contact the trustee responsible for safeguarding to inform of the situation and provide updates as and when they arise.
 - 3.1.6. If contact has not been made with the Young Person's Parent/Carer or designated person, a member of the Core Team will send an email to the Parent/Carer and continue to attempt to make contact on the phone.
 - 3.1.7. The Young Person will remain in the care of the Session Leader and Playworkers present until they are collected by the Parent/Carer or designated person, or alternatively placed in the care of Social Services or the police.
 - 3.1.8. Incidents of late collection will be recorded by the Session Leader and Core Team and discussed with the Parent/Carer at the earliest opportunity.
- 3.2. The Let's Play Project reserves the right to make a charge of £5 for every 15 minutes late to cover staff costs.**
- 3.2.1. In the event of persistent late collection of a Young Person, and in consultation with all relevant parties, the Let's Play Project reserves the right to withdraw provision.



3.3. These procedures will apply if for some reason a Parent/Carer is not at home when Transport arrives after a session provided by the Let's Play Project has ended.

- 3.3.1. The transport provider will phone Let's Play Project and between both organisations, there will be an attempt to contact the Parent/Carer.
- 3.3.2. If contact is made with Parent/Carers, and they are within a range of 5 minutes, the transport provider will wait.
- 3.3.3. If Parent/Carers cannot be contacted, the Young Person will be returned to the Let's Play Activity Centre.
- 3.3.4. Then the above procedure 3.1 will be followed.

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 Activities Manager. On completing the Young Person's profile parents agree to adhere to this policy.

Date of Policy – 1st June 2021

Signed Chair of Trustees
Signed Operations Manager
Signed Activities Manager

Review Date – 1st June 2022