



## mASCot Clubs

### Uncollected Children Policy

mASCot Clubs endeavour to ensure that all primary school aged children are collected by a parent or carer at the end of each session, and all secondary and above aged young people are collected or have notified staff of arrangements to travel independently. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

#### Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed.

#### Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, staff will continue to supervise the child.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that the child's place at the club will be reconsidered if they fail to collect the child at the appropriate time

#### Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's premises, if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

#### Useful contacts

Front Door for Families: 01273 290400 Out-of-hours: 01273 335905

<b>This policy was adopted by:</b> mASCot	<b>Date:</b> 8th Oct 2020
<b>To be reviewed:</b> Oct 2021	<b>Signed:</b> 