

Our Free Minds

Uncollected Children Policy

Our Free Minds expects that all children are collected by a parent or carer at the end of each session. 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 to call ahead 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, and has not made contact, 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 us immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will remain in the care of Our Free Minds members of staff.
- When the parent or carer arrives they will be reminded to call and notify us if they are delayed.

Over 60 minutes late

- If the manager has been unable to contact the child's parents or carers or emergency contacts after 60 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of Our Free Minds staff, on Our Free Minds premises if possible, or taken to the home of a staff member, 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 Our Free Minds premises informing the child's parent or carer where the child has been taken (eg 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 and emergency contact explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late we reserve the right to charge a Late Penalty Fee, and ultimately the child may lose their place at Our Free Minds.

Useful contacts

0300 456 0108 - Multi-Agency Safeguarding Hub (MASH), standard working hours:

- *Monday to Thursday from 8.45am to 5pm*
- *Friday from 8.45am to 4pm*

0300 456 0100 - Out of hours service:

- *Monday to Thursday 5pm to midnight, Friday 4pm to midnight*
- *weekends and Bank Holidays from 9am - midnight*
- *phones are diverted to the Social Work Standby Service from midnight to 9am (7 days a week)*

This policy was adopted by: Our Free Minds	Last reviewed and signed by:
Date of last review: 21.08.2023 To be reviewed: 30.08.2026	- Katie Kotting, Chair of the Board of Trustees - Clea Sambrook, Trustee for Safeguarding - Poppy De Witt, Trustee