

**Child/ young person collection procedure**

**Aim**

* To ensure the safety of children and young people at the end of a session.
* To ensure Sutton Mencap follows good practice and meets its responsibilities towards children and young people who use our services.

**Scope**

This procedure applies to all staff and volunteers who deliver children’s services or have responsibility for ensuring the safety of children and young people.

**General principles**

Children and young people should normally be collected from our services at the end of their session by a person or person’s known to us. The usual collecting person will be recorded on the child’s or young person’s information form.

The person collecting a child/ young person will be greeted by a member of staff who will check that the child being collected leaves with that person. The person collecting the child must sign and put the time on the register when they leave.

**Alternative arrangements**

Occasionally alternative arrangements will be made, sometimes at short notice. These may include a child being picked up earlier or later than anticipated, or collection by a different person. In such cases the following procedures must be followed:

**Child/Young Person collection by someone unknown to Sutton Mencap**

Arrangements for collection by a different person should be made in advance and should include the following:

* Being provided with the name and a description of the person collecting.
* The use of a password agreed between the service manager/ co-ordinator, the parent/ carer and the person collecting.
* Identification checks for the person collecting.

If an unknown person arrives to collect a child without our prior knowledge, the following must be followed:

* The Co-ordinator will phone the child’s parent/ carer to seek permission to let the child go with this person.
* If contact with the parent/ carer is not possible, the Co-ordinator will contact the emergency contact number for the child to obtain permission to release the child.
* If the emergency contact person is also unavailable, the Co-ordinator will contact social services and follow the uncollected child/ young person procedure set out below.

If staff have any concerns regard the person trying to collect being bogus or concerns around child protection, the Co-ordinator should contact the police and emergency social care team. The co-ordinator should also inform a service manager or the director that this has been done.

**Uncollected child or young person**

* If a child or young person is not collected at the end of the session the co-ordinator and another member of staff will wait with them until they are collected.
* If there has been no contact from the person due to collect, or the parent/ carer, the Co-ordinator will contact them.
* If after 15 minutes there has been no contact, the Co-ordinator will contact the emergency contact number recorded on the child/ young person information form.
* The co-ordinator will continue to contact both numbers for a further 15 minutes. If there are still no arrangements in place, the Co-ordinator will contact the Duty Social Worker who will make appropriate arrangements. The Co-ordinator will also contact either a service manager or the Director to inform them of arrangements.
* Whilst arrangements are made, the child or young person should stay with 2 staff on our premises. Staff members must not leave to look for the parent or take the child home with them or escort them home.
* The incident must be recorded on an incident form.

**Contact numbers for the London Borough of Sutton**

* Monday to Friday, between 9.00am and 5.00pm: 020 8770 6001
* Out of hours or weekend duty team: 020 8770 5000

**Responsibilities**

Director and service managers:

* To ensure staff are aware of procedure and the procedure is followed.
* To review and update the procedure within agreed time frames
* To report to trustees on implementation of the procedure when required.

Other staff:

* To act in accordance with the procedure.

**Related documents**

* Safeguarding policy

**Policy reviewed:** August 2018.

**Next review date:** August 2021.