

If a child/ young person is not picked up, please follow the protocol below:

1. After 10 mins from the finish time, the director for the group will contact the parents/ carer by telephone. Please try multiple numbers as the parent/ carer maybe driving. The director/ volunteer will leave a voice mail enquiring on the situation. Do request for a return call within the next 10 mins and provide your contact number.
2. If there has been no communication or update from a parent/ carer within 20 mins of the finish time – please call back again. “Hello, this is X from Sheffield Music Hub. Could I ask that you contact me in the next 10 minutes as we are concerned that you are ok as x hasn’t been picked up? As per our policy, I will be contacting Social Care in the next 10 mins. My telephone number is X.”
3. If a child is not collected within 30 mins of the finish time, the director will contact Sheffield Children/ Young Peoples’ Social Care on the out of hours number (Tel. **0114 2734855**). Please make the Safeguarding person listed below aware of this situation.
4. If Social Care, do not pick up – **please contact 999**. Please make the Safeguarding person listed below aware of this situation.
5. If a member of the SMH requires immediate support, the following people are a point of contact on each evening through their personal mobile numbers:

Monday – Gillian Hume
Tuesday – Gillian Hume
Wednesday – Gillian Hume
Thursday – Ian Naylor
Friday- Ian Naylor

If the correct manager cannot be contacted, please try the other one.

6. If there is a situation, where you perceive there is a persistent pattern of lateness, the director will speak to the parents/ carers to address this and find solutions.