

## Uncollected Child

### Purpose of this Uncollected Policy

It is the parents' responsibility to inform Super Star Sport if they will be late collecting their children. If a child is not collected at the end of a session, and the parent or carer has not notified us that they will be delayed, we will implement the following procedures:

### Up to 15 Minutes Late

- ✦ After the advertised finish time of the session, the site manager will contact the parents.
- ✦ The parent or carer will be informed that penalty fees will have to be charged.
- ✦ While waiting to be collected, the child will be supervised by at least two members of staff.
- ✦ When the parent or carer arrives, they will be reminded that they must call the site manager to notify us if they are delayed, and that penalty fees will have to be charged (unless the delays were genuinely unavoidable).

### Over 15 Minutes Late

- ✦ If there is no response from the parent or carer, messages will be left requesting that they contact the site manager immediately.
- ✦ The site manager will then try to contact the emergency contacts listed on the child's registration form.
- ✦ While waiting to be collected, the child will be supervised by at least two members of staff.
- ✦ 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 penalty fees will have to be charged (except in exceptional circumstances).

### Over 30 minutes late

- ✦ If staff have been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice. All contact numbers can be found at the bottom of this policy.

- ✦ The child will remain in the care of two of the site staff, on the site 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 site, a note will be left on the door of the site informing the child's parent or carer where the child has been taken (e.g. 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.
- ✦ Staff will not leave the site with the child until the safeguarding partner or police have arrived. Site managers will not allow the site to be closed until they have arrived.

### Charging

A charge of £1 per minute will be levied for all late collections. Managers must inform Customer Care of the exact time the child was signed out.

Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at Super Star Sport sessions.

### Policy Responsibility and Review

We are committed to reviewing our policy and good practice annually.

This policy was adopted by Super Star Sport	Date: 12/04/2023
To be reviewed: 12/04/2024	Signed: 