



Late Collection and Non-Collection of Children Policy

Parents must collect their child from the doors to the main hall at the end of their child's session unless they have provided written permission to allow their child to walk home (see walking home policy).

If a child has not been collected from the Club after a reasonable amount of time (10 minutes) has been allowed for lateness, we initiate the following procedure:

- The Head Coach will be informed that a child has not been collected
- The Head Coach will check for any information regarding changes to normal routines or if communication has been received. If there is no information recorded, the Head Coach will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times. If the parents have still not collected the child, the manager will telephone all contact numbers available every 5 minutes until contact is made
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The two members of staff will remain with the child until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

The telephone number for Children's Services is:	09:00 to 17:00 daily 01403 229900 Out of hours number – 033 022 26664 if the Emergency Duty Team line is unavailable and you need to report an emergency safeguarding concern, please call 07711 769657.
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