

4Wards Multi-Activity Uncollected Children Policy

4Wards Multi-Activity endeavours to ensure 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 that they must call the Club 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, the lead coach 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 the lead coach immediately. The lead coach will then try to contact the 2nd contact from the registration form.
- While waiting to be collected, the child will be supervised by a member 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.

Over 30 minutes late

- If the lead coach has been unable to contact the child's parents or carers after 30 minutes, the lead coach will contact the DSL of 4Wards Multi-activity and then local Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's premises 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 Club's premises, a note will be left on the door of the Club 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 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 they may lose their place at the Club.

Useful contacts

Social Care: 01329 225379 0300 555 1373
Social Care out of hours contact: 0300 555 1373



This policy was adopted by: 4Wards Multi-Activity	Date: 01/05/2024
To be reviewed: 01/05/2025	Signed: 

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.74*