



Explorers

Uncollected Children Policy

In the event of a child not being collected by an authorised person at the end of a session, Explorers will put into practice agreed procedures. These ensure that the child is cared for safely by 2 members of staff who are known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child is properly cared for.

Up to 15 minutes late

- Explorers staff will try and contact the parent/carer to ascertain the reason of non-collection.
- When the parent/carer arrives, they will be reminded that they must call to notify staff in advance if they are delayed.
- Late collection fee will be noted on the register and a fee will be applied to the ParentPay account.

Over 15 minutes late

- Explorers staff will try and contact the parent/carer to ascertain the delay.
- If there is no response from the parent/carer, a message will be left requesting that they contact the Club immediately.
- The Play Leader will contact the emergency contacts from the Registration Form.
- When the parent/carer arrives, they will be reminded that they must call to notify staff in advance if they are delayed.
- Late collection fee will be noted on the register and a fee will be applied to the ParentPay account.

Over 30 minutes late

- If there has been no contact with parent/carer then the Leader will contact the Designated Safeguarding Lead who will follow safeguarding procedures and contact the relevant agencies. If the DSL is unavailable, the Leader will contact the Children and Families Helpdesk on 01452 426565.
- Staff will stay with the child until either the parent/carer arrives or Children's Services.
- Further messages will be left on the parent/carer's telephone explaining the events.

Managing Persistent Lateness

The session Leader will record incidents of late collections and will discuss them with the child's parents/carers. Parents/carers will be reminded that if they persistently collect their child late, they may lose their place at the Club.

Policy Reviewed: Summer 2025

Next Review Date: Summer 2027

