



Explorers

Uncollected Children Policy

In the event that a child is not collected by an authorised person at the end of a session, Explorers puts into practice agreed procedures. These ensure that the child is cared for safely by 2 members of staff who is 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 inform parents of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Up to 15 minutes late

- Explorers staff will try and contact the parent/carer to ascertain reason for non-collection.
- When 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 and ascertain the delay
- If there is no response from the parent/carer, messages will be left requesting that they contact the club immediately.
- The Play Leader will contact the emergency contacts from the registration form
- 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 DSL is unavailable, Leader will contact Children and Families Helpdesk
- Staff will stay with child until either the parent/carer arrives or social 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 parent/carers. Parents/carers will be reminded that if they persistently collect their child late, they may lose their place at the club.