



UNCOLLECTED CHILDREN POLICY

SPORTITUDE LTD

This policy was adopted by: Sportitude Ltd	Date: 27/7/22
This policy has been reviewed by: Sportitude Ltd	Date:1/10/24
Policy review due	Date: 1/10/25
Signed by the company director	Signed: Mark Griffiths





Uncollected children

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 contact Sportitude 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 session leader 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 Sportitude immediately. The session leader will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, staff will continue to supervise the child.
- When the parent or carer arrives, they will be reminded that they must call Sportitude to notify us if they are delayed, and that the child's place at the club will be reconsidered if they fail to collect the child at the appropriate time
- If there is no response, the session leader must contact the office and speak to either the Operations Manager or Director. These numbers should be saved in the phone of Sportitude staff.

Over 30 minutes late

- If the session leader has been unable to contact the child's parents or carers after 30 minutes, the session leader will contact the local Social Care team for advice
- The child will remain in the care of Sportitude staff, until collected by the parent or carer, or until placed in the care of the Social Care team.

Managing persistent lateness

Sportitude 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 session.

Useful contacts

East Sussex County Council Children's services Tel: 03456080190