



Uncollected Children Policy

CurveBall Coaching 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 manager 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 Club immediately. The manager 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 the Club 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

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the 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 (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 numbers

Police: 101 (non-emergency)/ 999 (Emergency)

NSPCC: 0808 800 5000

Crimestoppers: 0800 555 111

Childline: 0800 1111

Wokingham Social Care

Phone: 0118 908 8002.

Email: triage@wokingham.gcsx.gov.uk.

After 5pm or on weekends and bank holidays phone 01344 786 543.

Hampshire Social Care

Phone: 0300 555 1384

Email: childrens.services@hants.gov.uk

Out-of-hours service: 0300 555 1373

To lodge a concern directly:

https://forms.office.com/Pages/ResponsePage.aspx?id=tdiBPwfuF0yGnB20OQGNm8y7_6i6st5KjLynMWB_E_u9UNlk1R0czVDQ0UFQyQkU0UVNSMUQ3M1g5US4u

This policy was adopted by: CurveBall Coaching

Date: 02/06/23

To be reviewed: 02/06/24

Signed: Zack Cullen