

Eaton Vale Scout and Guide Activity Centre Uncollected children



It is the families' responsibility to inform Eaton Vale Scout and Guide Activity Centre if they will be late collecting their children. If a child is not collected at the end of a session, *and the family has not notified us* that they will be delayed, we will implement the following procedures:

- After the advertised finish time of the club, the duty manager will contact the listed contact on the booking information. The duty manager will make contact via phone and also email.
- If there is no response from the family a message will be left requesting that they contact the Centre immediately.
- The duty manager will also try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.

Over 30 minutes late with no contact made:

- If staff have been unable to contact the child's family after 30 minutes, the duty manager will contact the local police team for advice.
- The child will remain in the care of two of the Centre's members of staff, on the Centre's premises, until collected by the parent or carer, or until placed in the care of the police.
- If it is not possible for the child to remain at the Centre's premises, a note will be left on the main gate of the Centre informing the child's parent or carer where the child has been taken (e.g. into the care of a safeguarding agency) and leaving a contact number. A telephone and email message will be left for the family explaining events.

Policy Reviewed by: Susan Newton (Centre Manager)

Policy Ratified by: Susan Newton (Centre Manager)

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