

Eaton Vale Scout and Guide Activity Centre **Uncollected children**



It is the parents' 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 parent or carer has not notified us* that they will be delayed, we will implement the following procedures:

- After the advertised finish time of the activity, the centre manager will contact the parents.
- The parent or carer will be informed that penalty fees will have to be charged.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Centre immediately. The manager will then 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.
- When the parent or carer arrives they will be reminded that they must call to notify us if they are delayed, and that penalty fees will have to be charged.

Over 30 minutes late

- If staff have been unable to contact the child's parents or carers after 30 minutes, the 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 if possible, 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 further message will be left on the parent or carer's telephone explaining events.

Charging

A charge of £8 per 15 minutes will be levied for all late collections. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Centre.

Policy Approved: May 2019

Policy Approved by: Susan Newton (Centre Manager)

Policy Review: May 2022 (3 years)