

BEE ACTIVE

Uncollected Child Policy

In the event that a child is not collected by an authorised adult at the end of a session/day, Bee Active puts into practice agreed procedures. These ensure the child is cared for safely by two experienced Bee Active coaches who are known to the child, in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Procedures

Parents must provide the following details on the online booking system.

- Names, addresses and telephone numbers of adults who are authorised by their parents to collect the child from Bee Active.
- Place or work, address and telephone number.
- Who has parental responsibility of the child.
- Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or their usual place of work, they inform us of how they can be contacted.
- On occasions when parents or the normally authorised persons cannot collect the child, and some form of verification 'password' to identify this person.
- Parents are informed that if they are not able to collect their child as planned, they must contact us so that we know the reason for their late arrival
- Senior coach to provide parents with their contact details.

If a child is not collected at the end of the session/day, we follow the following procedure:

- We check with our office staff to see if they have been informed of any information from parents/carers.
- If no information is available, parents/carers are contacted at work or home.
- If there is no answer alternate contact number is rang.
- All reasonable attempts are made to contact the parents/carers or nominated carers.
- The child is cared for at the venue by two familiar and experienced Bee Active coaches.
- The child does not leave with anyone who is not on the contact form, unless the parent have given their permission to the senior coach at the venue.

- If, after repeated attempts, no contact is made the manager will call Safeguarding and referral team (SFT) for advice after 30 minutes of the holiday club closing.
- If no one collects the child we inform our designated safeguarding officer has responsibility for child protection.
- The safeguarding officer will then follow the procedure of the staffordshire Safeguarding Children Board.
- Incidents of late collection will be recorded by the manager and discussed with parents/ carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine (£5.00 per 15 minutes per child).

Safeguarding and referral team services: 01782 235100 (Stoke)

Child Protection Staffordshire: 0800 1313126

Emergency duty team out of ours: 01782 234234