HARLANDS EDUCATIONAL TRUST

Uncollected Children Policy

Managed by:	Club Manager	**Date:** 02/09/26
Approved by:	David McKeown-Webster	
Review cycle	September 2028	
Reviewed by:		

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Principle

A child remains the responsibility of Harlands Explorers until they are handed to an authorised adult or another arrangement has been formally agreed. A late child will never be released to an unknown or unverified person.

During the first 10 minutes

Staff will continue to supervise and reassure the child. When the parent or carer arrives, they will be reminded to telephone the club whenever a delay is expected. A late fee may be applied unless the delay was genuinely unavoidable.

More than 10 minutes after closing

1. The Club Manager will telephone the parent or carer using the contact details held on the booking system and leave a clear message if there is no answer.
2. If contact cannot be made, the Manager will work through the named emergency contacts.
3. Where the parent reports a further delay, they will be asked to arrange prompt collection by another authorised adult. Identity must be checked before the child is released.
4. If an emergency contact agrees to collect, the parent will be informed by telephone or message. The collector must provide suitable identification.
5. At least two members of staff will remain with the child while collection is awaited.
6. The late collection and any charge or warning will be discussed when the child is collected.

More than 30 minutes after closing

If neither the parent nor any emergency contact can be reached, the Club Manager will contact the local Social Care team for instructions and inform the DSL. Two members of staff will remain with the child on the premises where possible until an authorised person or Social Care takes responsibility.

If the building cannot remain open, staff will follow Social Care advice about a safe alternative location. Clear messages will be left for the parent explaining what has happened, where the child is and how to make contact. The incident must be entered in the Incident Book and all required documentation completed within 24 hours.

Repeated late collection

The Club Manager will keep a record of lateness and discuss patterns with the family. Continued late collection may lead to additional charges, a formal warning or withdrawal of the childcare place.

Key contacts

- Local Authority Safeguarding Hub (9am - 5pm): 01403229900
- Out of Hours Safeguarding: 033 022 26664 or 07711769657
- Safeguarding email: WSChildrenservices@westsussex.gov.uk
- Ofsted: 0300 123 1231
- Police: 999 or 101

Related documents

Safeguarding Children; Arrivals and Departures; Late Collection Charges; Emergency Contacts.