Uncollected Children Policy

At Just Play Sports, the safety and welfare of children in our care is our highest priority.

Procedure for Uncollected Children:

1. **Immediate Action:**
    - Children will never be left unattended. They will remain with a responsible member of staff at all times until collected.
2. **Initial Waiting Period:**
    - After a session ends, staff will wait **up to 10 minutes** before contacting parents/guardians, as delays can occur due to traffic or other unavoidable circumstances.
3. **Contacting Parents/Guardians:**
    - Staff will use all available contact methods (phone calls, emails, emergency contacts) to reach the parent/guardian.
    - If the child can safely use a phone, they may attempt to call their parent/guardian under staff supervision.
4. **Late collection & Charges:**

- If your child has not been collected within 10 minutes of the advertised session finish time, a **£10 late collection charge** will apply, plus **£1 for each additional minute beyond those first 10 minutes**.

- This charge must be paid **in cash the following week, directly to the coaches who stayed late**. The full amount goes to those coaches to compensate them for their additional time. Just Play Sports retains none of the payment.

If you are running late, please contact us as soon as possible.

- Where available, children may be placed in a late stay provision, and parents will be charged accordingly.

5. **Escalation and Safeguarding:**
    - If no contact has been made and the child has not been collected within **30 minutes** after the end of the session, staff will **contact local child welfare services**.

- Persistent lateness or repeated failure to collect a child may be reported to the school or relevant authorities, as this may indicate neglect or safeguarding concerns.

6. **Alternative Collectors:**

   - Parents/guardians must inform staff if someone other than themselves will be collecting their child.

Summary:
Children will always remain in a safe environment with an adult until collected. Staff will take all reasonable steps to contact parents/guardians, implement late stay procedures if necessary, and escalate to safeguarding authorities if the child remains uncollected.

Policy Written: 28th November 2025

Reviewed: 28th November 2026

Name: Jack Dillon

Position: Director

Signed: *Jack Dillon*