

Gems Performing Arts & Gems Holiday Clubs Uncollected Children Policy & Procedure

1. Policy Statement

Gems Performing Arts and Gems Holiday Clubs endeavour to ensure that all children are collected safely and promptly by an authorised parent, carer, or designated collector at the end of each session or club day. We recognise our duty of care to safeguard children at all times while in our care. In the event that a child is not collected at the designated finish time and no prior notification or explanation has been received from the parent or carer, staff will follow the strict escalation procedures detailed below.

Safeguarding Protocol: At no point will a child be left unsupervised or released to an unauthorised person. We aim for a minimum of **two DBS-checked members of staff** to remain with the child at all times until they are safely collected by an authorised adult or handed over to statutory authorities.

2. Step-by-Step Escalation Procedure

Timeframe	Action Required by Staff	Fees & Notes
Up to 15 Minutes Late	- Staff verify whether any messages or calls have been received regarding a delay. - The child remains supervised in a calm, reassuring environment. - When the parent/carer arrives, staff remind them of the requirement to notify the club in advance if delayed.	Late collection fee may be issued unless due to exceptional, unavoidable emergency.
15 to 30 Minutes Late	- The Manager contacts the primary parent/carer using contact details on Class4Kids. - If unreachable, voicemail messages are left requesting an immediate call back. - Staff begin contacting all secondary emergency contacts listed on the child's registration form. - Two DBS-checked staff members continue supervising the child.	Late fees may apply to cover additional staff overtime costs.

Timeframe	Action Required by Staff	Fees & Notes
Over 30 Minutes Late	● If all primary and emergency contact attempts fail, the Manager calls the local authority Children's Social Care Duty Team (or Out-of-Hours Emergency Duty Team) for statutory advice and support. ● Staff notify the Designated Safeguarding Lead (DSL) ● The child remains in the care of Gems staff on the premises until collected or transferred to Social Care / Police.	Safeguarding incident log recorded and submitted.

3. Premise Closures & Emergency Handover Rules

Where a venue or host school must close and staff are unable to remain on the premises, the following mandatory controls apply:

- **Strict Prohibition on Private Residences:** Under no circumstances will any staff member take an uncollected child to their own private home, transport them in a personal vehicle without insurance/consent, or release them to an unauthorised individual.
- **Venue Closure Protocol:** If staff must vacate the building, they will arrange with Local Authority Social Care or the Police for an urgent handover location. A secure notice will be left on the venue door (and a voicemail left for the parent) containing a contact number and details of where the child has been safely escorted (e.g., local Police station or Social Care intake center).

4. Managing Persistent Late Collection

Repeated late collection places undue distress on children and creates operational difficulties for staff. The Club manages persistent lateness as follows:

- All late collections are recorded in the club logbook, detailing arrival times and reasons given.
- Late collection fees (charged per 15-minute block) may be billed to the parent/carer via Class4Kids.
- If a parent or carer is persistently late (three or more occasions in a term), the Manager will arrange a formal discussion. Parents are advised that persistent late collection may result in the suspension or termination of their child's place at the club.

5. Key Emergency Safeguarding Contacts

Authority / Service	Contact Details
Gems DSL (Melissa McKeigue)	Tel: 07540 080726 Email: melissa@gemsperformingarts.com
Gems Deputy DSL (Marcella Freeman)	Tel: 07793 500415 Email: marcella@gemsperformingarts.com
Lewisham MASH (Daytime Social Care)	Tel: 020 8314 6660 Email: mashagency@lewisham.gov.uk
Lewisham Out-of-Hours Emergency Duty Team	Tel: 020 8314 6000 (Evenings, Weekends & Bank Holidays)
Metropolitan Police	Non-Emergency: 101 Emergency: 999

This policy was updated: Emma Drysdale	Date: 3 / 9 / 2026
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