

# Uncollected Children Policy 2026

International British Theatre School Ltd

## Summary

The International British Theatre School (IBTS) is committed to ensuring that all children are safely collected by a parent, guardian, or authorised adult at the end of each camp, workshop, or session.

This policy sets out the procedures to follow if a child remains uncollected after their scheduled pick-up time and the actions taken to ensure their welfare at all times.

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## 1. Policy Statement

Staff will take every reasonable step to ensure that the welfare of children remains the highest priority, including when a child is not collected on time.

All staff must remain calm, supportive, and reassuring to the child, ensuring they are safe and supervised at all times.

This policy applies to all IBTS sites, venues, and partner schools.

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## 2. Procedures for Late Collection

### Up to 15 Minutes Late

- The child will remain under the supervision of a designated member of staff.
- When the parent or carer arrives, they will be **reminded to contact IBTS** in future if delayed.
- Staff will note the late collection in the **Late Collection Log**.
- Penalty fees may be waived if the delay was due to unavoidable circumstances.

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### 15–30 Minutes Late

- The **Manager or Camp Leader** will attempt to contact the parent or carer using the emergency contact details on file.
- If there is no answer, a **voicemail or text message** will be left requesting immediate contact.
- Attempts will then be made to reach the **emergency contacts** listed on the child's registration form.
- During this time, the child will be supervised and made comfortable (e.g. provided with water and reassurance).
- When the parent or carer arrives, they will be reminded of the policy and informed of applicable **late collection fees** (£15 per 15-minute period).

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## Over 30 Minutes Late

If the parent, carer, or emergency contact cannot be reached within 30 minutes:

- The **Manager** will contact the **Local Authority Children's Social Care Team** for advice.
- If appropriate, the **police** may be informed.
- The child will remain supervised by two staff members until collected by an authorised adult or placed in the care of Social Care.
- If the child must be moved off-site (e.g. the venue must close), a **written notice** will be left on the venue door stating:
  - Where the child has been taken (e.g. temporary safe location or Social Care).
  - The contact number for the Manager.
  - A brief explanation of the situation.
- A message will also be left on the parent's phone detailing the actions taken.

All actions must be recorded in the **Incident Record** and signed by the Manager.

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### 3. Persistent Lateness

- Repeated late collections will be logged and discussed with parents.
- Parents will be reminded that ongoing lateness may result in the **child's place being withdrawn** to ensure the safety and fairness of provision for all families.
- The Director will review any persistent cases to determine next steps.

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### 4. Late Collection Fees

To cover staffing and venue costs:

- A **£15 fee per additional 15 minutes** will be applied after the scheduled collection time, unless exceptional circumstances apply.
- Invoices for late collection will be issued within **5 working days**.

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### 5. Safeguarding

- Staff must remain vigilant for signs of **neglect or parental incapacity**.
- If staff believe the delay places the child at risk of harm, the **Designated Safeguarding Lead (DSL)** will be informed immediately.
- A **safeguarding referral** will be made if necessary, in line with the **Safeguarding and Child Protection Policy 2026**.

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### 6. Record Keeping

Each incident must be recorded in the **Late Collection Log** including:

- Child's name and date

- Expected and actual collection times
- Actions taken and phone calls made
- Name of staff supervising
- Signature of the Manager and parent on collection

Records will be reviewed termly to identify patterns and ensure compliance with Ofsted expectations.

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## 7. Useful Contacts

**Director & DSL:** Ben Whiteside –  07707 360192

**Local Authority Children's Social Care:** [Insert regional number here for each camp area]

**Police (Non-Emergency):** 101

**Emergency:** 999

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## 8. Related Policies

- **Safeguarding and Child Protection Policy 2026**
- **Behaviour Management Policy 2026**
- **Late Payment and Refund Policy 2026**
- **Health and Safety Policy 2026**

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**Reviewed:** 15 November 2025

**Next Review Due:** 15 November 2026

**Policy Owner:** Ben Whiteside, Director

**International British Theatre School**