

UNCOLLECTED CHILD POLICY
FOR DT COACHING SERVICES LIMITED



At the end of every session run by DT Coaching Services Limited ("DT Coaching", "we") (excluding in-school provisions, in which circumstances the specific school's policies and procedures shall apply), DT Coaching will ensure that all children have been collected by a parent, carer or designated adult. If for some reason, a child is not collected at the end of a session, the following procedures shall apply:

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, DT Coaching's Designated Safeguarding Lead will be informed;
- DT Coaching will attempt to contact the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply;
- While waiting to be collected, the child will be supervised by DT Coaching staff members who will offer them as much support and reassurance as is necessary;
- If, after repeated attempts, no contact has been made with the parent, carer or designated adult, DT Coaching will call the local Social Care team for advice, after 45 minutes;
- DT Coaching will act on the advice of the Social Care Department;
- The child will remain in the care of DT Coaching staff until they are collected by the parent, carer or designated adult, or alternatively placed in the care of the Social Care Department;
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, DT Coaching will attempt to leave a further telephone message with the parent or designated adults and will do everything in its power to communicate the situation to the parent or designated adult, reassuring them of their child's safety and instruct them to contact the local Social Care Department; and
- Incidents of late collection will be recorded by DT Coaching's Designated Safeguarding Lead and discussed with parents at the earliest opportunity.

Multi Agency Referral Unit – Cornwall:

Telephone: 0300 1231 116

Out of Hours: 01208 251300

Email: multiagencyreferralunit@cornwall.gov.uk

Policy last reviewed: September 2025

Next review date: September 2026