



Viva Gymnastics Club

Companies House: CE020282

Registered Charity: 1187339

Hilsea

Unit 8D, Skill Centre

Limberline Spur

PO3 5LF

Portsmouth

John Pounds Centre

23 Queen Street

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admin@viva-gymnastics.club

www.viva-gymnastics.club

Uncollected Child Policy VERSION CONTROL

Status	Version	Owner	Date	Changes
Live	v1.2	Viva Gymnastics Club	29 Mar 2026	Document reviewed
Live	v1.1	Viva Gymnastics Club	11 Feb 2025	Document reviewed
Approved	v1.0	Viva Gymnastics Club	15 Mar 2023	



VIVA GYMNASTICS CLUB

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UNCOLLECTED CHILD POLICY

Our Club has the highest regard for the safety of the children in our care, from the moment they arrive to the moment that they leave. At the end of every session, the Club will ensure that all children are 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 will be activated:

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager/Level 2 coach in charge will be informed.
- The Manager/Level 2 will call 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 at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made the manager will call local Social Care for advice after 30 minutes of the club closing.
- The club will act on the advice of Social Care.
- Unless absolutely necessary the child will not be taken to the home of a member of staff, or away from the Club's premises, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the Club's two staff members until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care.
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, the Manager/Level 2 will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Care Department.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at the Club.

Useful numbers: Social Care: **02392 688793** or **0845 671 0271**

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