POLICY DOCUMENT

The Recharge Club™

Drop-Off, Collection and Late Collection Policy and Procedure

Safe Arrival and Departure Arrangements for Children and Young People Attending The Recharge Club

Document Owner:	Mrs Michaela Cmorej, Director and Designated Safeguarding Lead
Company Name:	NutriDive Ltd
Company Number:	16659858
Trading Name:	The Recharge Club™
Registered Office Address:	39 Coltsfoot Drive, Chorley, PR6 0JP
Designated Safeguarding Lead:	Mrs Michaela Cmorej, Director
Deputy Designated Safeguarding Lead:	Mr Michal Cmorej, Deputy Director
Status:	Mandatory Policy — applicable to all staff, bank staff, volunteers and families
Session Times:	Drop-off window 10:00am to 11:30am; session runs until 10:00pm
Date Adopted:	1st August 2026
Review Frequency:	Annually, and immediately following any late or uncollected child incident or change in statutory guidance
Next Review Due:	Twelve months from the date of adoption
Related Policy:	This policy is read alongside the Child Protection and Safeguarding Policy and the Health and Safety Policy

1. Policy Statement

The moments of handover, at the start and end of every session, are among the most important safeguarding moments in a child's day. The Recharge Club™ is committed to making drop-off and collection calm, consistent, and secure for every child and family, and to responding promptly, proportionately and safely whenever a child is not collected on time.

This policy sets out how children arrive at and leave The Recharge Club™, who may collect a child, what happens if collection is delayed, and the procedure staff follow if a child is not collected at all.

> ***A child is never released to anyone who is not named as an authorised collector on that child's Individual Support Plan, regardless of the circumstances, unless the procedure set out in this policy has been followed in full.***

2. Purpose and Scope

This policy applies to every child and young person attending The Recharge Club™, and to every member of staff, bank worker and volunteer involved in welcoming or releasing children during a session. It covers the drop-off window, the collection window, identification of authorised collectors, late arrival, late collection, and the procedure followed if a child remains uncollected.

This policy should be read alongside the Child Protection and Safeguarding Policy, in particular the missing child procedure, and the Health and Safety Policy, in particular the fire evacuation register.

3. Legal and Regulatory Framework

This policy has been written with regard to the following legislation and statutory guidance:

- The Children Act 1989 and the Children Act 2004
- Working Together to Safeguard Children, the statutory guidance on inter-agency working to safeguard and promote the welfare of children
- Guidance issued by the Office for Standards in Education, Children's Services and Skills in connection with the Voluntary Childcare Register
- The United Kingdom General Data Protection Regulation and the Data Protection Act 2018, in respect of the personal information held about authorised collectors and emergency contacts

The Recharge Club™ treats the arrangements set out in this policy as good practice consistent with a registered childcare setting, regardless of its registration status at any given time.

4. Session Times and the Drop-Off Window

The Recharge Club™ operates on Saturdays and Sundays, with a drop-off window between 10:00am and 11:30am, and the session continuing until 10:00pm. When booking a session through The Recharge Club™'s online booking system, the family selects a specific drop-off slot within this window, so that staff can plan a calm, unhurried welcome for each child.

The drop-off window is deliberately generous, in recognition of the practical and emotional demands many families face preparing a child with additional needs for the day, and to avoid a rushed or stressful start for either the child or the family.

Arrival Procedure

- Every child is greeted at the door by their key worker, or, in their key worker's absence, another named member of staff familiar to the child
- A register is completed at the point of arrival: the accompanying adult, who must be aged eighteen or over, signs the day register in person, recording the exact time the child arrived and the name of the adult who brought them
- A brief handover conversation takes place with the parent or carer, covering anything relevant to the child's day, such as sleep, mood, medication given that morning, or any change since the last session
- The child is supported into the session at their own pace, using the settling-in approach agreed in their Individual Support Plan

- Any medication, equipment, or personal items brought in with the child are checked in and recorded in line with the Health and Safety Policy

5. Authorised Collectors and Identification

Every child's Individual Support Plan includes a list of individuals authorised to bring the child to, and collect the child from, The Recharge Club™, agreed with the family before the child's first session. This list typically includes parents and carers, and may include other named adults such as grandparents or other family members.

Every child attending The Recharge Club™ must be brought to, and collected from, every session by an authorised adult aged eighteen or over. Children and young people are never permitted to arrive at or leave a session unaccompanied, and independent travel is not offered under any circumstances, regardless of a young person's age or a family's preference.

- A child is released only to an authorised adult aged eighteen or over named on this list
- The accompanying adult signs the day register in person at both arrival and departure, confirming the exact time and their name; a child is not signed in or released without this signature being given
- Photographic identification is checked for any authorised collector not already personally known to the staff member on duty, and this is standard practice rather than a sign of mistrust
- Families are asked to notify The Recharge Club™ in advance, in writing or by telephone, of any occasion when someone other than the usual collector, but who is on the authorised list, will be bringing or collecting the child
- Where a family wishes to add or remove a name from the authorised collector list, this is done in writing and updated in the child's Individual Support Plan before it takes effect
- If an unfamiliar adult arrives to collect a child and is not named on the authorised list, the child is not released. Staff contact the parent or carer directly to verify the arrangement before any release takes place

If staff are ever in doubt about the identity or authorisation of anyone arriving to collect a child, the child is kept at The Recharge Club™ and the parent or carer is contacted directly. This is never treated as an overreaction.

Collection by a Person Not on the Authorised List in an Emergency

Where a family genuinely needs an unlisted adult to collect their child at short notice, for example due to an unforeseen emergency, the parent or carer must contact the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead directly by telephone, provide a description and, wherever possible, a password or piece of identifying information agreed in advance, and confirm this arrangement before the individual arrives. The individual must still be aged eighteen or over, must sign the day register on arrival, and the child is not released until this verification has taken place.

6. Collection Procedure

The session concludes with a structured wind-down and handover period between 8:00pm and 10:00pm, during which the day is reviewed, any medication administered is recorded, and each child's belongings are prepared ready for collection. When booking a session, the family selects a specific collection slot within this window, so that staff can prepare the child for the transition and plan the handover calmly.

- At collection, a member of staff, wherever possible the child's key worker, provides a warm, unhurried handover to the parent or carer
- A written daily summary is provided at collection, covering activities, mood, eating, and any incidents; any information of a safeguarding nature is instead communicated verbally and directly by the Designated Safeguarding Lead or a senior member of staff, in line with the Child Protection and Safeguarding Policy
- The register is completed at the point of collection, recording the exact time the child left and the name of the adult who collected them
- Ten o'clock in the evening is the final collection time for every session, and families are informed clearly of this at the point of booking

7. Changes to Standard Drop-Off or Collection Arrangements

Families are asked to notify The Recharge Club™ as far in advance as possible of any change to the usual drop-off or collection arrangement for a session, including a change of collector, a change of expected time, or a change resulting from a family emergency.

- Notification may be given by telephone or in writing, and is recorded by the member of staff receiving it
- Where no notification has been given and an unexpected change arises on the day, the parent or carer is asked to confirm the change directly with the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead before it is acted upon

8. Late Arrival

Where a family expects to arrive after the drop-off window has closed at 11:30am, they are asked to contact The Recharge Club™ in advance. A child arriving after the drop-off window may still be welcomed into the session, at the discretion of the Designated Safeguarding Lead, taking into account the impact on the child of joining a session already underway, and the practicalities of staffing and activities in progress.
Where a family does not arrive during the drop-off window and has not made contact, staff attempt to contact the family after a reasonable period to check whether the child will be attending that session.

9. Late Collection

The Recharge Club™ recognises that occasional lateness can happen to any family, particularly given the demands of caring for a child with additional needs, and responds to late collection calmly, without shaming a family, whilst treating the safety and wellbeing of the child as paramount throughout.

Time After 10:00pm	Action Taken
Immediately	Two members of staff, including the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead wherever possible, remain with the child. The child is never left alone or in the care of only one adult while awaiting late collection.
Up to 15 minutes	The parent or carer is contacted by telephone to establish the reason for the delay and the expected time of arrival. The child is reassured and kept engaged in a calm, low-demand activity.
15 to 30 minutes	If the parent or carer cannot be reached, the emergency contacts named in the child's Individual Support Plan are contacted in turn.
30 to 60 minutes	If no contact has been established with the parent, carer, or any named emergency contact, the Designated Safeguarding Lead contacts the relevant local authority's children's social care emergency duty team for advice.
Beyond 60 minutes	Where no responsible adult can be identified or reached, and children's social care advise that the police should be informed, the Designated Safeguarding Lead contacts the police non-emergency number to report the child as safeguarded but uncollected, and follows their guidance.

Every instance of late collection is recorded in writing, including the time collection took place, the reason given, and any contact made with the family or emergency contacts. Where a pattern of late collection emerges for an individual family, the Designated Safeguarding Lead discusses this directly and sensitively with the family, considers whether it may indicate a wider difficulty the family is experiencing, and, where necessary, considers whether continued attendance remains appropriate under the terms of booking.

Late Collection Charge

The Recharge Club™ operates a late collection charge to reflect the true cost of a late collection, and to support families in treating 10:00pm as an absolute collection deadline rather than a guideline.
A late collection is never a brief delay in practice. Two members of staff, as required under this policy, must remain on the premises for a minimum of half an hour, in line with standard staff pay arrangements, regardless of how many minutes late a family ultimately is. Once a child has been collected, staff must still carry out a full walk-around of the premises and secure the building before finishing for the night, a process that takes a fixed

amount of time irrespective of the length of the delay. The charge below reflects this reality rather than the notional number of minutes a parent or carer is late.

Time After 10:00pm	Charge
10:00pm to 10:10pm	No charge. A ten-minute grace period applies in recognition that short, genuine delays can happen to any family.
After 10:10pm	£20.00 for every fifteen minutes, or part thereof, that a child remains uncollected.

This charge is set out in full in the organisation's terms and conditions of booking, provided to every family in writing before their child's first session, and is applied consistently and without exception, including to families the organisation knows well. Where a family is late to collect on three or more occasions within a rolling three-month period, the Designated Safeguarding Lead meets with the family directly to discuss the underlying cause, and, in addition to the standard charge, reviews whether the family's current booking arrangements remain appropriate.

10. Uncollected Child Procedure

If a child remains uncollected at the end of a session and no responsible adult can be reached, this is treated as a safeguarding matter, and the procedure set out in the Child Protection and Safeguarding Policy is followed in full.

- The child is kept safe, reassured, and supervised at all times by at least two members of staff
- Staff do not take the child from the premises, for example to search for the family or to take the child home with a member of staff, under any circumstances
- A full written record is kept of every action taken and the time it was taken
- Once the child has been safely collected, or handed into the care of children's social care or the police in line with their guidance, the incident is reviewed by the Designated Safeguarding Lead, and any necessary change to the child's Individual Support Plan or the family's booking arrangements is considered

11. Non-Arrival Without Notice

Where a child does not arrive for a booked session and the family has not made contact, staff attempt to contact the family within a reasonable period after the drop-off window has closed, to confirm the child's wellbeing and whether they will be attending. This is treated as routine good practice rather than as a cause for alarm, whilst remaining alert to any wider pattern that might indicate a welfare concern.

12. Record Keeping

A register recording arrival and departure times, and the names of the adults dropping off and collecting each child, is completed for every session and retained in line with the organisation's Data Protection Policy. Records of late arrival, late collection, and any uncollected child incident are retained separately and reviewed by the Designated Safeguarding Lead at least every six months to identify any pattern requiring a conversation with a family or a change to this policy.

13. Communication with Families

This policy, including the drop-off window, the final collection time, the late collection charge, and the procedure followed if a child is not collected, is shared with every family in writing before their child's first session, and is available on request at any time thereafter. The Recharge Club™ aims to make these arrangements feel supportive and reassuring to families, recognising the particular pressures many face, whilst being clear and consistent about the boundaries that keep children safe.

14. Monitoring, Review and Related Policies

This policy is reviewed at least annually by the Designated Safeguarding Lead, and immediately following any late collection incident, uncollected child incident, or change in statutory guidance. This policy should be read alongside the following related policies and documents:

- Child Protection and Safeguarding Policy, including the missing child procedure
- Health and Safety Policy, including the fire evacuation register
- Individual Support Plan template and guidance
- Terms and Conditions of Booking
- Data Protection Policy and Privacy Notice for Families

This policy has been approved by the Director of The Recharge Club™ and forms part of the organisation's statutory compliance framework.