

Wickwar Out of School Club

Uncollected Children Policy

Wickwar Out of School Club endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the session leader will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The session leader will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees and unavoidable costs incurred by staff members will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the session leader has been unable to contact the child's parents or carers after 30 minutes, the session leader will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

The incident will be recorded using the 'Uncollected Child Record of Incident' form

Managing persistent lateness


The Manager or Deputy Manager will discuss incidents of late collection with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

Useful contacts

Social Care (Child Protection): First Point Team 01454 866000

Out of hours emergency duty team contact: 01454 61516

Police non emergency: 101 or 01452 726920

This policy was adopted by Wickwar Out of School Club	Date: 4/3/2015
To be reviewed: 4/3/2016	Signed  Chair of Management Committee

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2014):
Safeguarding and Welfare Requirements: Information for parents and carers [3.73] .*

Wickwar Out of School Club Uncollected Child Record of Incident

Date	
Name of child	
Staff members present	

Up to 15 minutes late

Parents must be reminded that they should call the club to notify if they are delayed and that penalty fees will have to be charged (unless the delay was genuinely unavoidable)

What time was the child collected?	
Reason given for delay	
Name of parent	
Signature of parent	

Over 15 minutes late

When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees and unavoidable costs incurred by staff members will have to be charged (except in exceptional circumstances).

Record of action taken	Time

Over 30 minutes late

If the session leader has been unable to contact the child's parents or carers **after 30 minutes**, the session leader will contact the local Social Care team for advice. The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

Contact with Social Care Team	Time
Advice given	

If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

If a child is removed from the premises the child's registration document must go with them and continued efforts to contact the parent/carer should be made.