

HAZELDENE LOWER SCHOOL CARE CLUB



**UNCOLLECTED CHILD POLICY
REVISED DECEMBER**

SIGNED DATE.....
CARE CLUB MANAGER

SIGNED DATE

CHAIR OF GOVERNORS

TO BE REVIEWED DECEMBER 2017

Uncollected Children Policy

Care Club will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has *not* notified us that they will be delayed, we will use the following procedures:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Care Club to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will be charged.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Care Club 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 Care Club immediately. The Care Club 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.
- When the parent or carer arrives they will be reminded that they must call the Care Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the Care Club Leader has been unable to contact the child's parents or carers after 30 minutes, the Care Club Leader will contact the Care club Manager and/or Head Teacher and the local Social Care team for advice.
- The child will remain in the care of Care Club's staff, on the Care 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 Care Club informing the child's parent or carer where the child has been taken (eg 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.

Managing persistent lateness

The Care Club Manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose the use of the Care Club facility.

To be reviewed: December 2017

Written in accordance with the EYFS welfare requirements: *Safeguarding and promoting children's welfare.*