

Uncollected Children Policy

Children Act regulations 1989 – you must have procedures to be followed in the event of a child not being collected.

Quackers Out of School Clubs 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:

Club Still Open

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 late fees will have to be charged.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Supervisor will try to contact them using the contact details. This might not be possible if the club is busy and the Supervisor is busy with other children.
- If, having tried the parent, there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The Supervisor 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 as normal.
- 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 late fees will have to be charged.

Club Closed

Up to 15 minutes late

- Parents are called to find out their location, if no answer emergency contacts called to arrange for the child to be collected.
- 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 late fees will have to be charged.
- While waiting to be collected, the child will be supervised by at least two members of staff on the Club's premises,

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them again 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 manager 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 on the Club's premises.
- 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 will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the Supervisor has been unable to contact the child's parents or carers after 30 minutes, the Supervisor will contact the local Social Care team for advice.

Buckinghamshire Social Services FIRST RESPONSE Tel: 0845 4600001; out of hours Tel: 0800 999 7677.

West Berkshire Social Services Tel: 01635 503405; out of hours Tel: 01344 786543.

Hampshire Reception Team/ MASH OUT OF HOURS 0300 555 1373

The Area Manager, Nursery Manager or Anthony must also be notified of the situation and updated as things develop.

- 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 (eg 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.

In ALL cases (notified or unnotified lateness) where a child is still on site past 6pm.

- 1. NO CHILD WILL BE TAKEN OFF SITE WITHOUT THE EXPRESS AUTHORISATION OF THE AREA MANAGER, NURSERY MANAGER OR ANTHONY.**
- 2. The child's initials must be placed on the staff register next to staff sign out times who remained behind.**
- 3. A Text should be sent to Anthony identifying the child who was late and their final collection time.**
- 4. While waiting to be collected, the child will be supervised by at least two members of staff on the Club's premises.**

Supervising persistent lateness

The 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 their place at the Club.