



Uncollected Children Policy

Our club is committed to keeping children safe, from the moment they arrive to the moment they leave. At the end of every session, staff will ensure children are collected by a parent, carer or a designated adult pre-agreed with a member of staff.

Late collections will incur a charge decided and regularly reviewed by the management committee. The current charge is £15 for every 15 minutes after 6:00pm.

If a child is not collected at the end of a session, the following procedures will be implemented:

- At least two members of staff will be in attendance
- After fifteen minutes have elapsed, the remaining members of staff will contact the Manager
- The child awaiting collection will be comforted, reassured and supported as necessary
- The Manager or Staff Member will call the parent, carer or designated adult and use any other contact details necessary to ascertain the cause and likely length of the delay. Messages will be left on answer machines and voicemails and will require a prompt reply
- If after repeated attempts no contact is made with a parent, carer or designated adult and a further thirty minutes have elapsed, the Manager or Staff Member will call Social Services for advice
- The child will remain in the care of the club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Services
- In the event of Social Services being called and responsibility for the child being passed to a child protection agency, the manager will continue trying to contact a parent, carer or designated adult, leaving messages as before, if necessary



- A letter addressed to the parent/carer of the child will be left on the door of the club's premises informing the parent, carer or designated adult what has happened and assuring them of the child's safety. It will also show the contact details of the Social Services department and instructions for them to be in contact without delay
- Under no circumstances will a child be taken home or away from the club's premises by a member of staff
- The Manager will record incidences of late collection and will discuss them with parents or carers at the earliest opportunity. They will be informed that persistent late collection may result in the loss of their child's place at the club.
- All instances of late collection will be shared with the Management Committee.

This policy was reviewed at a meeting of	Poppleton Road OOSC
Held in:	Nov 2023
To be reviewed in:	Nov 2024
Signed on behalf of the setting:	
Name of Signatory:	
Role of Signatory:	Manager Deputy Manager