

The venue Infant School

WRAPAROUND CARE UNCOLLECTED CHILDREN POLICY

Adopted: _____

Signed on behalf of the Governing Body: Mr Stewart Miller

Position: Chair of Governors

Date: 3rd December 2025

Review Date:

UNCOLLECTED CHILDREN POLICY

The Avenue After School Club endeavours to ensure that all children are collected by a parent/carer at the end of each session at the end of each session. If a child is not collected, and the parent/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/carer arrives, they will be reminded that they must call the Club to notify us if they are delayed
- The parent/carer will be informed that penalty fee will have to be charged

Over 15 minutes late

- If a parent/carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file
- If there is no response from the parent/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 members of staff
- When the parent/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

Over 30 minutes late

- If the manager has been unable to contact the child's parent/carer after 30 minutes, the manager will contact the local Social Care team for advice in liaison with the Designated Safeguarding Lead (or Deputy DSL) at The Avenue Infant School.
- The child will remain in the care of members of staff on the Avenue Infant School's premises, if possible, until collected by the parent/carer or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the school's premises, a note on the entrance of the club informing the child's parent/carer where the child has been taken (e.g. into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent/carer's telephone explaining events.

Managing persistent lateness

- The manager will record incidents of late collection and will discuss them with the child's parent/carers, they will be reminded that if they persistently collect their child may lose the place at the Club.

Late collection charges

- Late collection of pupils (6pm to 6.15pm) will incur a £5.00 per 5 minutes.
- Late collection of pupils after 6.15pm will incur a £25.00 per 15 minutes charge.