

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. 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 (unless the delay was genuinely unavoidable).

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 at least two 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 (except in exceptional circumstances)

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.
- The child will remain in the care of two 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. 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/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.

This policy was adopted and reviewed on:	Date: 23/10/2020
To be reviewed: Annually	Signed: Stewart miller

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