



Out of School Club Uncollected Children Policy

Brewster Avenue Out of School Club 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:

Up to 15 minutes late

- A member of staff 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 Club immediately.
- 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 issued with a warning letter, if this is the first late collection. If a warning letter has been issued previously, then the parent or carer should be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If contact has not been established with the parent, a member of staff 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 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 member of staff has been unable to contact the child's parents or carers after 30 minutes, Peterborough Children's Social Care team will be phoned for advice.
- 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.

Managing persistent lateness

A record of late collection will be recorded and the manager 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.

This policy was ratified by the Governing Body on: 27th February 2019

Date for review (this policy will be reviewed every two years): Spring 2021

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]* .