



Out of School Club

Uncollected Children Policy

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 parents/ carers using the contact details on file. If there is no response, 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 in the previous 12 months, then the parent or carer should be informed that penalty fees will have to be charged.

Over 15 minutes late

- If contact has not been established with the parent, a member of staff will contact all emergency contacts listed on the child's registration form.
- 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.

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. Emergency Duty Line: **01733 234724**. The headteacher will also be called for support.
- The child will remain in the care of two adults, on the school premises, until collected by the parent or carer, or until placed in the care of Social Care staff.

Managing persistent lateness

All late collections are recorded and the headteacher will discuss persistent lateness with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, their place at the Club will be withdrawn.

Contact Details

Parents and carers are obliged to inform the Out of School Club staff if their contact details change (please note that pupil records for Out of School Club are separate from school records).