



Walker Children's Club

Uncollected Children Policy

Walker Children's Club expects that all children will be 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

- Parent will be contacted by phone
- 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 informed that penalty fees will be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Club Co-ordinator will try to contact all emergency contacts using the details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The Club Co-ordinator 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 a member 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 Club Co-ordinator has been unable to contact the child's parents or carers after 30 minutes, the Club Co-ordinator will contact the local safeguarding children's team for advice.
- The child will remain in the care 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 local safeguarding Children's team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or 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 or carer's telephone explaining events.

Managing persistent lateness

The Club Co-ordinator will record incidents of late collection and 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.

Useful contacts

Children's Services The Assessment Team

Charles Babbage House

1 Orton Grove

Enfield

EN1 4TU

Tel: 020 8379 2507 020 8379 2483 Monday to Friday: 9:00am - 5:00pm

0208 379 1000 (out of hours)

This policy was adopted by: Walker Children's Club	Date: 18 th August 2021
To be reviewed: 2022	Approved by Trustees

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017/21): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.