

Apple Trees Club

Uncollected Children Policy

Apple Trees Club endeavours to ensure that all children are collected by a parent or carer at the end of each after-school 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:

(Please note that Apple Trees Club only has use of the Old School Room until 6.15pm, so if a child is not collected by this time, it may be necessary to transfer the child and staff to either The Rectory or to the Manager's home address. If this is the case a note will be left for the parent/carer explaining where the child is located).

Up to 15 minutes late

- 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 have to 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 manager 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. 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 one 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 manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care 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 Social Care 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 (eg to the home of the manager, The Rectory or 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 manager 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 are persistently late collecting their child they may lose their place at the Club.

Useful contacts

Local Social Care team out of hours service: 0300 123 2327

This policy was adopted by:	Date: November 2019
To be reviewed:	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2019): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.

***Penalty Fees are £5.00 per fifteen minutes**