



Uncollected Child Policy

Our Club has the highest regard for the safety of the children in our care for the whole duration of their stay.

At the end of every session, the Club will ensure that all children are collected by a parent, carer or other designated adult, in accordance with other relevant policies. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the parent, carer or designated adult will be contacted. Other emergency contacts will be called, if necessary, in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by staff with as much support and reassurance as is necessary.
- If, after 30 minutes of the club closing and after repeated attempts, no contact is made we will then contact local Social Care for advice.
- The club will act on the advice of Social Care
- The child will remain in the care of the Club's staff member until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care. With verbal consent from the parent or carer, the child *may* be taken home with a member of management, but **only if absolutely necessary**.
- In the event of Social Care being called and responsibility for the child being passed to a safeguarding agency, management will attempt to leave a further telephone message on the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the door of the Club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Care Department.
- Incidents of late collection will be recorded and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at the Club.
- Late collection fees come into effect after the collection time has lapsed and are charged as follows:
 1 - 14 minutes late £5
 15 - 29 minutes late £10
 30 - 44 minutes late £15
 45 to 60 minutes late £20
- These are billed immediately and If they are not fulfilled your child's place at the club may be forfeited.
- We understand that in extreme circumstances it may be unavoidable to be late but it is a parent's responsibility to inform the club at the earliest opportunity of such an occurrence AND arrange alternative collection methods. The child's safety will remain the first priority and passwords will be in place for other adults who collect the child, especially when not known to the club. The password is provided by the parent when registering on iPal. We will ask the parent to provide us with it, if an unknown person is collecting.

This policy was adopted by: TJ's Club (Hampshire) Ltd	Date: October 2024
Signed: J Little	To be reviewed: October 2025

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.82]*.