



Uncollected Children Policy

SPRING ASC endeavours to ensure that all children are collected by a parent or carer at the end of each session. We encourage parents to collect all children by 5.45pm, when activities end. However, the club is open until 6pm and children may be collected up until 6pm.

Up to 10 minutes late

- If delayed, parents must call the club to notify the manager
- On the first occasion, the parent or carer will be informed that a penalty fee may be payable if there is a future late collection. On subsequent occasions, the parent or carer will be informed that a penalty fee of £1 per minute will have to be charged. This fee will be added to the MagicBooking account.

Over 10 minutes late

- If a parent or carer is more than 10 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 the manager. As the school closes at 6pm, this may need to be outside the school gates.
- 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 Club staff until collected by the parent or carer, or until placed in the care of the Social Care team.
- Parents and emergency contacts will be notified if a child is taken to an alternative location.

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 have been late collecting their child on more than one occasion they may lose their place at the Club.

This policy was adopted by: SPRING ASC	Date: 1.12.18
To be reviewed: 2020	Signed: SJHill

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]* .