



## **Activities 4 Kids** **Uncollected Children Policy**

Activities 4 Kids endeavours to ensure that all children are 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:**

- When the parent or carer arrives they will be reminded that they must call the office to notify us if they are delayed.

### **Over 15 minutes late:**

- If a parent or carer is more than 15 minutes late in collecting their child. The supervisor will notify the Designated Safeguarding Lead and then try to contact the parents and carers using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact Activities 4 Kids immediately. The supervisor or DSL will then try to contact the emergency contacts listed in the child's registration details.
- While waiting to be collected, the child will be supervised by two staff members.
- When the parent or carer arrives they will be reminded that they must call Activities 4 Kids 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 supervisor or DSL has been unable to contact the child's parents or carers after 30 minutes of Activities 4 Kids closing, the DSL will contact the local Social Care team for advice.
- The child will remain in the care of Activities 4 Kids staff members on the premises, until collected by the parent or carer.
- If it is not possible for the child to remain at the premises (as site manager may need to close the school), please contact the DSL who will then takeover.

### **Managing persistent lateness:**

The supervisor will record incidents of late collection and will discuss them with the child's parents or carers and the DSL. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the holiday camp.

Penalty Fees:

After 3.30pm (Windlesham):

10 to 30 minutes late: £5 (manager discretion and if **no** notice given)

Every 30 minutes after initial 30 minutes late: £5

After 5.30pm (Balfour):

10 to 30 minutes late: £5 (manager discretion and if **no** notice given)

Every 30 minutes after initial 30 minutes late: £5

This penalty fee covers the cost for overtime for the supervisor and playworker to remain until the child is collected and last checks are completed.

This policy was adopted by: Activities 4 Kids

Date: 01.02.2023

To be reviewed: 01.02.2028

Signed: Briony Jacobs

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers

