



Out of School Club

UNCOLLECTED CHILD POLICY

September 2023





**Manor Road Primary School Out of School Club
Uncollected Child Policy**

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Manor Road Primary School Out of School Club Uncollected Child Policy

The safety of children is our priority whilst they are in our care at Out of School Club. This policy sets out our procedures for dealing with a child who is not collected from Out of School Club.

Responsibilities

It is the responsibility of the parent to ensure that their child is collected from Out of School Club by themselves or their nominated responsible adult by 5.30pm.

It is the responsibility of parents to ensure they provide correct and updated contact information on a timely basis and to know and follow the procedures for drop off and collection of their child at Out of School Club.

It is the responsibility of parents to notify the club if they or their nominated responsible adult will be delayed and their child will not be collected by the expected time.

It is the responsibility of parents to ensure that any late charges are paid as soon as possible on receipt of the invoice. Please refer to our Payments Procedures for full details.

It is the Club Manager's responsibility to follow the procedures outlined in this policy in the event of a child not being collected on time from Out of School Club.

Procedures

If a parent or their nominated responsible adult is late for any collection:

- The child(ren) will continue to be supervised by staff at the Club.
- If the parent or nominated responsible adult has contacted the Club to advise of a delayed collection and arrives by the newly expected time, the child will be handed over following the standard Collection Procedures.
- If the parent or nominated responsible adult has not contacted the Club to advise of a delayed collection, or if the delay is longer than the advised length of time, the Club Manager will phone the parent to ascertain the expected time of arrival after 10 minutes.
- The parent will be reminded that they must contact the Club to notify that they are delayed. In the case of a nominated responsible adult, they will be reminded that they must contact the child's parent to notify them that they are delayed.
- If there is no response from the first parent, the Club Manager will phone the second parent and, if necessary, each emergency contact in order of priority.
- When the parent or nominated responsible adult arrives, the child will be handed over following the standard Collection Procedures.
- The parent will be informed of the late fees to be paid, in accordance with the details in the Registration Pack.

If a child has not been collected by 6.30pm:

- The child(ren) will continue to be supervised by staff at the Club until alternative arrangements are in place.
- The Club Manager will phone the parent again to ascertain the expected time of arrival.
- If the Club Manager has not been able to contact the child's parent, and none of their nominated responsible adults are able to collect the child, they will contact the local Police and / or Children's Social Care.
- On the arrival of the Police and / or Children's Social Care, the child will be handed into their care.
- The Club Manager will again attempt to contact the child's parent and inform them of this action, giving details of how to contact the relevant service.
- The Club Manager will record all steps taken to contact the parent and nominated responsible adults, their responses or lack thereof and full details of the service the child was handed to.
- The child's place at Out of School Club will be revoked.

Managing Persistent Late Collection

At Manor Road Primary School Out of School Club we recognise that events can occur which affect a parent's ability to arrive on time to collect their child, such as a medical emergency, traffic jam etc. We will endeavour to support parents in the case of such events. However, persistent late collection causes upset for the child, and organisational issues for the Club and, as such, cannot be accommodated.

In the case of two late collections in any academic year, the parent will be invited to attend a short and informal meeting with the Club Manager during which reference will be made to the relevant policies. An agreement will be sought that there will be no further incidents of late collection.

If a parent declines to attend such a meeting, agree to ensure their child is collected on time in future, or incurs a further late collection, their child's place at the Club will be revoked.

POLICY REVIEW DETAILS		
Policy written by	Karen Marshall	September 2020
Policy reviewed	September 2023	Reviewed and no changes required to body of policy. Contents page and Policy Review table added.
Review schedule	As required	