



The Hive

OUT OF SCHOOL CLUB

Uncollected Children Policy

Policy shared with staff on ___ Intranet [by email/staff briefing]

Policy confirmed by the Management Committee of The Hive on:

Date: 22nd May 2019

Signature: Anna Bertou

Policy to be reviewed on: May 2020

This policy is written in line with the Christian values and ethos of our school



WILLIAM LAW OUT OF SCHOOL CLUB UNCOLLECTED CHILDREN



William Law Out of School Club will take all necessary steps to safeguard and promote children's welfare. The Club will ensure that all children are collected by a parent or carer at the end of each session in accordance with the Arrivals and Collection Policy. 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:

Procedure up to 6.15pm

- 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 at £1 per minute.

Procedure after 6.15pm

- 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 two members 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.

Procedure after 6.45pm

- If the manager has been unable to contact the child's parents or carers after 45 minutes of trying, the manager will inform the Headteacher and, if deemed appropriate, contact the local Social Care team for advice.
- The child will remain in the care of two members of staff, on the School / Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If the parents have not been to collect or staff have not heard from them and it is after 6.45pm, the child will be placed with the Social Care Team. A note will be left on the OSC door informing the child's parent or carer where the child has been taken 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 collect their child late on three or more occasions a written warning will be given. If there are any further late collections then they will lose their place at the Club.