



# The Hive

OUT OF SCHOOL CLUB

## Uncollected Children Policy

Policy shared with staff on 22nd March 2024

Approved by Governors on: 21<sup>st</sup> March 2024

Signature:

A handwritten signature in black ink, appearing to be 'William Law', written over a light grey signature line.

Policy to be reviewed March 2025

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

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: In all situations where a child is not collected, the Headteacher or the Deputy Headteacher will be informed immediately, either in person or by phone.

### **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.
- The Headteacher / Deputy Headteacher will return to School.

### **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/Police 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/Police.
- 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/Police. 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.