

# LASK

## Uncollected Children Policy (Incorporating Late Collection)

LASK will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has *not* notified us that they will be delayed, we will use the following procedures:

### Up to 10 minutes late

- 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 (unless the delay was a genuine emergency). The Penalty charge is £5 per 5minutes up to 6.10pm.

### Over 10 minutes late

- If a parent or carer is more than 10 minutes late in collecting their child, the manager or session supervisor 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/session supervisor 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 (except in exceptional circumstances), after 6.10pm an additional £25 will be added to the fee mentioned above, as this is a site fee payable to the school, to keep the school open longer than we have booked it for.

### Over 30 minutes late

- If the manager/session supervisor has been unable to contact the child's parents or carers or emergency contacts after 30 minutes, the manager/session supervisor will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

### 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 persistently collect their child late they may lose their place at the Club.

### Useful contacts

Northamptonshire Children's & Young Peoples Services 0300 126 1006  
Or Out of hours 01604 626938

This policy was adopted by: LASK	Date: 06/04/14
To be reviewed: April 2022	Signed: Patrick Franks

Written in accordance with the EYFS welfare requirements: *Safeguarding and promoting children's welfare.*