



Dynamic Ducks Ltd

Uncollected Children Policy

Dynamic Ducks 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 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 genuinely unavoidable). This is determined by the Manager or Deputy Manager onsite at the time.

Over 15 minutes late

- 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 (except in exceptional circumstances). This is determined by the Manager or Deputy Manager onsite at the time.

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager 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.
- Due to flexibility within venue, Dynamic Ducks staff will ALWAYS remain onsite until the child is collected by parent or Social Care team; unless otherwise instructed by police or safeguarding team to do so.

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

Children's Services Child Protection (24 hours): 0300 123 4043

This policy was adopted by: Dynamic Ducks Ltd	Date: March 2020
To be reviewed: March 2021	Signed: E Duck

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.