

Uncollected Children Policy

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Reviewed: September 2026

Date of policy review: September 2027

Writer/reviewer of this policy: Dan Chapman, Managing Director

We endeavour to ensure that all children are collected by a parent or carer promptly 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 10 minutes late

- When the parent/carers arrives, they will be reminded that they must call the Club to notify us if they are delayed.

Over 10 minutes late

- If a parent/carers is more than 10 minutes late in collecting their child, staff will try to contact them using the contact details on file.
- If there is no response from the parent/carers, messages will be left requesting that they contact the Club immediately. Staff 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, reassured and kept busy by a member of staff.
- When the parent/carers arrives, they will be reminded that they must call the Club to notify us if they are delayed.

Over 20 minutes late

- Staff are to contact and inform the Club Manager and/or designated Director.
- Any decision made or action taken from this point must be approved by the Club Manager.



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Over 30 minutes late

- Any decision made or action taken from this point must be approved by a Director.
- If the staff have 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 the Club's staff, on the Club's premises, if possible, until collected by the parent/carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club 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/carer's telephone explaining events.

Managing persistent lateness

The Club 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.

