

ECCLESALL KIDS CLUB



6.6 Uncollected Child Policy

Ecclesall Kids Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment they leave.

We endeavour to ensure that all children are collected by a parent or carer at the end of each session as inputted by the parent on Magic Booking. Club sessions run until 6pm any late pick-ups beyond 6pm will incur an automatic charge. This cost of £15 (the cost to retain 2 members of staff for childcare beyond 6pm) **will be automatically applied to the Magic Booking Account in line with our Bookings 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:

Up to 5 Minutes late:

- Whilst waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- 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 a late charge of £15 has automatically been charged on Magic Booking.

Over 5 Minutes and up to 30 Minutes late:

- If a parent, carer or designated adult is more than 5 minutes late in collecting their child i.e., at 6.05pm the Manager or Play Supervisor will call and text the parent, carer or designated adult, and use any emergency contact details available in order to try and ascertain the cause of the delay and how long it is likely to last. Messages will always be left on any voicemail requesting a prompt reply.
- Whilst waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- 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 a late charge of £15 has automatically been charged on Magic Booking.



Over 30 Minutes late:

- If, after repeated attempts no contact is made with the parent, carer or designated adult, and 30 minutes have elapsed since the club closed, i.e., it is 6.30pm, the Manager or Play Supervisor will call Social Services for advice.
- In the event of Social Services being called and responsibility for the child passed to a child protection agency, the club Manager or Supervisor will attempt to leave a further telephone message with the parent, carer or designated adult's voicemail and they will also be texted and emailed. Furthermore, a note will be left on the door of the club's premises informing the parent, carer or designated adult of what has happened if all other methods of contact have been unsuccessful. The note will reassure them of their child's safety and instruct them to contact Social Services at a designated number which will have been communicated to them by voicemail, text or email.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the club's premises in the course of waiting for them to be collected at the end of a session. The child will remain in the care of the club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.

Managing persistent lateness

Incidents of late collection will be recorded by the Club Manager and discussed with the parent / carer at the earliest opportunity. Repeat incidents of late collection will result in a referral to the Management Committee to issue a warning letter and may also result in the cancellation of future bookings or closure of the parents account/forfeit of places in line with the club's **Booking and Payment Policy**.

Useful contacts

Police: 999 or 112

Sheffield Safeguarding Hub: 0114 273 4855 (after 5:15pm, Calls will be responded to by the Emergency Duty Service)

Ofsted: 0300 123 123

This policy was adopted by: Ecclesall Kids Club	Date:14/8/18
Reviewed:23/02/22	Signed: <i>Ecclesall Kids Club Committee</i>