



Uncollected Children Policy

Planet Warriors Kids Club 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

- The manager will contact the parent or carer using the contact details on their account.
- 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).

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 still 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 a member of the team.
- 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).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers or emergency contacts 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 team, 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.
- 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 (eg to the home of a staff member or into the care of a safeguarding agency) 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 persistently collect their child late they may lose their place at the Club.

Useful contacts

Surrey Children’s Single Point of Access (C-SPA)

Phone: 0300 470 9100 (Monday – Friday 9am – 5pm)

Out of hours phone: 01483 517898 to speak to our emergency duty team.

Email: cspa@surreycc.gov.uk

This policy was adopted by: Planet Warriors Kids Club	Date: April 2024
To be reviewed: July 2025	Signed: Laura Pring

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2023): Safeguarding and Welfare Requirements: Information for parents and carers [3.74]*