

## Late or Uncollected Child Policy

Knutz Out of School Club expects that each child will be collected by an authorised person by the end of the Club session. If a child is not collected by the end of the session, and the parent or guardian has not already notified us that they will be delayed, we will follow the procedure set out below:

- A Manager will attempt to contact parents or guardians to find out the reason for the delay and when and by whom the child will be collected. The Manager may delegate this to another staff member.
- If the Manager is unable to speak to the parent or guardians, they will try to reach the emergency contacts given. Management and Contact will agree a plan for collection of the child i.e. who will collect the child and an estimated time that will be.
- While waiting to be collected, the child will be reassured and supervised by a staff member.
- Staff will reassure the child, telling them who is on the way and when they are likely to arrive to collect them, if that information is available.
- When an authorised person arrives to collect the child, they will be required to sign a late collection form to agree the time the child is collected with a member of Knutz Club staff who will also sign the form. If the person collecting the child declines to sign the late collection form, it will be signed by two members of staff. The time recorded on the late collection form will be used in calculating fees due for late collection. A copy of the form will be emailed to the parent or guardian at the earliest opportunity.
- If the Manager has been unable to speak to any of the parents, guardians or emergency contacts for the child within 15 minutes, they will inform Lesley Berry who has overall responsibility to make further decisions.
- If we are unable to speak to any of the parents, guardians or emergency contacts for the child, we will contact the local Children's Services team for advice or direction. The Children's Services team may decide the child should be taken into temporary care.
- An Incident log will be raised for an uncollected child incident or if a child is collected late and there is an unsatisfactory explanation for the delay.
- Late collection charges will apply until a child is collected after the end of a session or until an uncollected child is passed into the care of Children's Social Services or the Police.
- If any additional expenses are incurred due to late collection or failure to collect, these may reasonably be passed on.

### Useful Telephone Numbers:

Hertfordshire Children's Services	<b>0300 123 4040</b>
Herts Children's Services urgent enquiries and reporting concerns	<b>0300 123 4043</b>
Hertfordshire Police	<b>01707 354000</b>
Ofsted	<b>0300 123 1231</b>

A late collection form is shown on the next page.

**Related Policies:**    Fees and Payments policy, Safeguarding policy

Policy adopted by	<b>Knutz Out of School Club</b>
Version adopted	01 December 2021
Due for review	March 2023

Signed:   
Owner/Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.