

## 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:

### Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the Club on 07908 353041 to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged.

### 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 in the child's registration record.
- While waiting to be collected, the child will be reassured and supervised by a staff member.
- When the parent or carer arrives, they will be reminded that they must call the Club on 07908 353041 to notify us if they are delayed and that penalty fees will have to be charged.

### Over 30 minutes late

- If we have been unable to contact the child's parent or carers after 30 minutes the manager will contact the Social Care Team for advice.
- The child will remain in the care of the Club staff, on the Club premises, if possible, until collected or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club premises, a note will be left on the appropriate gate or door of the setting informing the child's parent or carer where the child has been taken and leaving a contact number. If possible, a further message will be left on the parent or carer's telephone explaining events.

### Managing persistent lateness

Each late collection will be recorded in an **Incident log** which the manager will discuss with the child's parents or carers. Parents and carers will be reminded that they will lose their child's place at club in the event of repeated late collection.

### Useful Telephone Numbers:

Hertfordshire Children's Services

**0300 123 4040**

Herts Children's Services urgent enquiries and reporting concerns

**0300 123 4043**

Hertfordshire Police

**01707 354000**

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

Policy adopted by **Knutz Out of School Club**

Version adopted June 2025

Due for review January 2026

Signed:

  
Owner/Manager

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.82]*.