



Kool Kids Club

Uncollected Children

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

At the end of every session, the Club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 10 minutes late in collecting their child, the manager will be informed if not present. For every 5 minutes late the club charges an extra £10 charge per child. This will be activated immediately at 6pm.
- The manager or deputy will call the parent, carer or designated adult, and use any other emergency contact details available to try to ascertain the cause for the delay, and how long it is likely to last.
- Messages will always be left on any answer phone requesting a prompt reply.
- While 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.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the manager/deputy will call the local social services department for advice.
- In the event of social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carers or designated adult's answer phone. 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. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club's premises unless necessary, during 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.
- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity.
- Parents and carers will be informed that persistent late collection will result in a fine of £5 per 5 minutes late. Also, it may result in the loss of their child's place at the Club.
- We do appreciate that there are valid times when parent/carers will be late due to severe weather or traffic etc. and if the parent/carers contacts us before 6pm to warn us, we will take this into consideration when looking at the late/uncollected penalty.



This policy was adopted at a meeting of	Kool Kids Club
Held in:	April 2025
To be reviewed in:	April 2026
Signed on behalf of the setting:	
Name of Signatory:	
Role of Signatory:	Manager Deputy Manager