



Uncollected Child Policy

Smartkidz Play and Learn endeavours to ensure that a parent or carer collects all children at the end of each session. If a child is not collected and the parents have not 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 to notify us if they are delayed.
- A late fee charge of £5.00 will be added to your child's bill.

Over 15 minutes late

- The playleader on duty will attempt to contact the parents. If they cannot be reached a message will be left on their voicemail.
- The manager will then attempt to ring the Emergency contacts listed on the child's registration form, Emergency contacts on the form will be asked to collect the child.
- While the child is in the care of Smartkidz Play and Learn there will be at least 2 members of staff present.
- When the parent or carer arrives, they will be reminded that they must call the setting to notify the club that they are delayed.
- A full session late fee will be added to the child's bill.

Over 30 minutes late

- If the manager has been unable to contact the child's parents or emergency contacts are unavailable or unable to collect the child, the manager will contact the local social care team for advice.
- The child will remain in the care of 2 members of staff and within the club's premises, until the child is collected or placed in the care of the social care team.
- A £25 late fee will be added to the child's account.

Managing persistent lateness

The manager will record incidents of late collections and will discuss them with the child's parent or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the club.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare requirements: Child Protection [3.4]*.

This policy was adopted by: Smartkidz Play and Learn	Date: 1/11/2017 Date reviewed: 20/11/2018 Date reviewed: 16/08/2019. Date reviewed: 14/08/2020
To be reviewed: 14/08/2021	Signed: 