# Wild Wood Club Uncollected Children Procedure

| WRITTEN BY: | CONSULTATION: | DATE ESTABLISHED: | REVIEW DATE: |
|---|---|---|---|
| Kate Flowerdew | WWC STAFF | 2/4/25 | 2/4/27 |

**PURPOSE AND AIMS:**

**Purpose: To ensure the safety of children at Wild Wood Club**

**PROCEDURE STATEMENT:**

Wild Wood 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

- 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 the £10 penalty fee 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 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 staff and reassured.
- 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 the £10 penalty fees will be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the Headteacher (or Deputy, if contact cannot be made) for advice.
- After 6:30pm, or if there are further safeguarding concern, Children's Services will be called.
- The child will remain in the care of the Club/School staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Children's Services team.
- A further message will be left on the parent or carer's telephone explaining events.
- 2 members of staff should stay with the child. This should be either: the Club Manager, Headteacher, Deputy Headteacher; plus one other member of that list, or if no one else is available, a local teacher could be asked to return to school.

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.

**MONITORING AND EVALUATING:**

This procedure will be deemed to have been successful if all incidents of uncollected children are handled in a timely and safe manner.