

Go Go Makers After School Care

Uncollected Children Policy

Go Go Makers Before & After School Care endeavours to ensure that all children are collected by their parent or carer at the end of each session, on time. If you are going to be late we need to be notified asap (by calling Emma Canning) and if a child is not collected on time then 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 Emma Canning to notify us if they are delayed in the future (unless they did notify us)
- The parent or carer will be informed that penalty fees will have to be charged (see fees and charges information).

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 (unless we have been notified of late/delayed collection)
- If there is no response from the parent or carer, messages will be left requesting that they contact the Emma Canning 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 members of staff.
- 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 penalty fees will have to be charged (see fees and charges information)

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 local Social Care team for advice (unless we have been notified of late/delayed collection)
- The child will remain in the care of two of the Club's staff (if possible) on the Club's premises until collected by the parent or carer, or until placed in the care of the Social Care team.
- Penalty fees will be charged (see fees and charges information).

Caretaker

Whitnash Primary School will make a separate charge (from the Caretaker) as he locks up the school at exactly 6pm, so for him to keep the school open beyond this time for late collection there will be a charge

Managing persistent lateness

The Club 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.

This policy was adopted by: Go Go Makers After School Care	Date:
To be reviewed: September 2017	Signed: