



Non-collection of Child

All children attending Barton Kids Club must be collected by a parent or carer by the end of each After School session. If the parent or carer cannot collect the child by the time Kids Club finishes at 6pm, they must arrange for an emergency contact on the child's registration form to collect the child for them.

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 penalty fees will have to be charged (except in exceptional circumstances).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, Barton Kids Club staff 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. Barton Kids Club staff will also try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by two 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 (except in exceptional circumstances).

Over 30 minutes late

- If Barton Kids Club staff have been unable to contact the child's parents or carers after 30 minutes, the designated safeguarding lead or manager will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If the parent or carer arrives first, Club staff will contact the local Social Care team to advise them of this.
- If it is not possible for the child to remain at the Club's premises, a further message will be left on the parent or carer's telephone explaining where the child has been taken and a contact number.
- The most senior member of staff present will contact the Club's Chairperson to inform them of the situation.
- A full report will be written up in the Incident Book.

BARTON KIDS CLUB



Managing persistent lateness

Club staff will record incidents of late collection and the manager 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.

Useful contacts

Local Intake and Assessment Team 0300 300 8149 (out of hours 0300 300 8123)

This policy was adopted by: Barton Kids Club	Date: April 2021
To be reviewed: 2022	Signed: Linda Hoenes, Manager