



Out of School Club

Late Collection/Uncollected Children Policy

Moosc will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has not notified us that they will be delayed, we will implement the following procedures:

Up to 15 minutes late

- The Club will retain the child with the play leader and the nominated member of staff during the packing up process within the building but after 6 pm this will be outside due to the buildings being locked at the end of the day. If this is deemed appropriate due to the inclement weather the school building may be kept open and the charge for the additional time will be invoiced along with the late collection policy.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed or arrange alternative collection on time and notify the club accordingly
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable). The fee will be £10 per family.

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 at least 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). The fee after 25 minutes will be £25 per family.

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.
- The child will remain in the care of two of the Club's members of 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.
- Any costs associated with caring for the child/children will be reimbursed by the parent/carer to the club. i.e. in addition to the £25 penalty there will be costs of overtime, possible school/hall rental, food if needed, caretakers callout etc..
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club leaving a contact number. Messages will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. A letter will be issued with and invoice with a fee after each lateness incident reminding parents and carers that if they persistently collect their child late they may lose their place at the Club. After 4 or more incidents within a rolling 12 months i.e. the 4th advice being issued the club will discuss the place being terminated at the end of the current invoice month or after 7 days whichever is reasonably practical. 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: Moosc	Date: December 2019
To be reviewed: December 2020	 Signed: