

# Oakdale After School Care Club

## Uncollected/Late Pick up of Children's Policy

Oakdale After School Care 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:

- If a parent or carer has not collected their child by 6pm, the manager will try to contact them using the contact details on file.
- The setting operates Monday through Friday from 3:30 to 6:00pm term time and 8:00am to 6:00pm holiday time. Parents are asked to please collect their children upon or before 6:00pm. Any parent picking up their children after 6:00pm will be documented - **after 2 late arrivals parents will be charged £10 up to 10 minutes past 6 and a further £5 for every 10 minutes thereafter per late arrival.**  
Parents and carers will be informed that persistent late collection also may result in the loss of their child's place at the setting.
- 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. If, after repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the manager will call the local social services department for advice after 30 minutes - i.e. 30 minutes after setting closes.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the setting's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- The child will remain in the care of the setting until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- While waiting to be collected, the child will be supervised by a member of staff.


### 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.

### Useful contacts

**Social Care Out of Hours contact no: 01733 234724**

**Local Police Station (service desk): Peterborough: 01733 747474**

This policy was adopted by: Oakdale After School Care Club	Date:09/04/18
To be reviewed: April 2021	Signed: 

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.