

# BASE Club

## Uncollected Children Policy

BASE Club 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

- 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 £5 per quarter of an hour 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 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).

### 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.
- Should a parent arrive after a call to Social Care, Social Care will be informed. A further message will be left on the parent or carer's telephone explaining events. This matter will be followed up.
- Club staff will then notify the school DSL of the incident.

### 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

Child Protection Office : 01772 532723

This policy was adopted by BASE Club	Date: October 2023
To be reviewed: October 2026	Signed: 