



HA4K+ Uncollected Children Policy

HA4k+ endeavours to ensure that all children are collected by parents or carers at the end of each day. If a child is not collected and the parent / carers has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late:

- We will call the parents for an update on their arrival.
- When parents / carers arrive they will be reminded that they must call the club to notify us if they are going to be delayed.
- The parents / carers will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable) if there are repeated late collections.

Over 15 minutes late:

- If a parent / carer is more than 15 minutes late when collecting their child, we will try and contact them using the contact details available.
- If there is no response from the parent / carer a voice mail will be left as well as a message requesting that they contact the club immediately, the manager or session lead 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 2 members of staff.
- When the parent / carer arrives, they will be reminded that they must call the club to notify us if they are delayed and that penalty fees of £10 for every 15 minutes will have to be charged (except in exceptional circumstances).

Over 30 minutes late:

- If the manager or session lead has been unable to contact the child's parents / carers after 30 minutes the club manager will contact the local social care team for advice.

- The child will remain in the care of the club's staff on the club premises if possible until collected by the parents / carers, or until placed in the care of social care team.
- 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 informing the child's / carers where the child has been taken this will be also left on a voice mail to the parents / carers to explain the events.

Managing Persistent Lateness:

The manager or session lead will record incidents of late collection and will discuss them with the child's parents / carers. Parents / carers will be reminded that if they persistently collect their child late, they may lose their place at the club and the above fee may be charged.

This policy was adopted by HA4K+

Date: 19/08/2024

To be reviewed: August 2025

Signed: Dan Connolly
Nathan Kirk