



Uncollected Children Policy

Funtastic Kids 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:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the supervisor or office to notify us if they are delayed.
- The parent or carer will be informed that penalty fees 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 supervisor 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 Funtastic Kids immediately. The supervisor will then try to contact the emergency contacts listed on the child's registration form. The supervisor will also notify the Directors.
- 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 Funtastic Kids 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 supervisor 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 holiday camp's staff, on the holiday camp's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the holiday camp's premises, a note will be left on the door of the holiday camp informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The supervisor 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 holiday camp.

Useful contacts

Social Care: 0118 908 8002

Social Care out of hours contact: 01344 786 543



Penalty Fees

After 3.30pm (if short day paid for as this could affect our staff ratios)

Up to 30 minutes late: £5

Every 30 minutes after initial 30 minutes late: £5

After 6pm (staff are paid until 6.15pm. 15 minutes is needed to do a final check of the site after the last child/parent has left). This penalty fee covers the cost for overtime for the supervisor and playworker to remain until the child is collected.

10 minutes late: £15

Every 10 minutes after initial 15 minutes: £10

This policy was adopted by: Funtastic Kids Ltd	Date: February 2018
To be reviewed: February 2019	Signed: Louise Holloway Director

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]* .