

# **Cadley Kids Club**

## **Uncollected Children Policy**

Cadley Kids Club endeavours to ensure that all children are collected by a parent or carer at the end of each session which is 5.30pm. This policy will be shared with parents on enrolment and sign off sheet (see appendix A) will be obtained ensuring a clear understanding of the policy.

If a child is not collected, whether a parent or carer has notified us or not that they will be delayed, we will follow the procedure set out below:

### **Within the first 15 minutes of Cadley Kids Club closing**

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed if they did not do so. The telephone number is 07939 621712.
- The parent or carer will be informed that penalty fees will have to be charged. Please see charges below.
- Late Penalty Fee is £10 per child for anyone picked up late within the first 15 minutes of Cadley Kids Club closing. This will be added to their ParentPay account and will need to be paid within 7 days of the fine being issued.

### **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.
- The parent or carer in be charged £20 per child in this time period. This will be added to their ParentPay account and will need to be paid within 7 days of the fine being issued.

### **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 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.
- 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 parent or carer where the child has been taken (e.g. 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.

- If a parent or carer arrives after 6pm, a penalty fee of £30 per child will be issued. This will be added to their ParentPay account and must be paid within 7 days.

### **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 their child/children are collected late on more than 3 occasions they will lose their place at the Club or failure to pay the fines within the time period can result in their place being withdrawn.

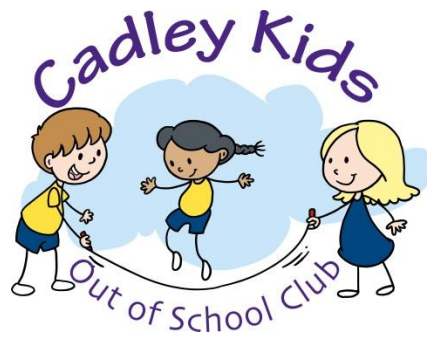
### **Useful contacts**

Social Care Preston: (8am-8pm): 0300 123 6720

Out of hours contact: (before 8am and after 8pm) 0845 602 1043

This policy was adopted by: Cadley Kids Club	Date: 22/02/23
Reviewed:	Date: 22/10/25
To be reviewed: December 2026	Signed: Angela Jackson Catherine Horrocks

Appendix A:



I have read and agree to the terms in the policy regarding uncollected children.

Signed:

Dated:

Child's name:

Child's name: