



# **R.B Kids Club**

**Uncollected Child Policy**

# Uncollected Children Policy

R.B Kids 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. Staff will have already begun (after 5 minutes) to contact parents/carers if we have not been notified of late collection:

## Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call or Email the Club 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 Coordinator 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 Coordinator 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 a member 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 Coordinator 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 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.

## Managing persistent lateness

The Coordinator 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

*Contact MASH Monday to Friday, 8.30am to 5.00pm:*

- *telephone: 01904 551900*
- *email: [mash@york.gov.uk](mailto:mash@york.gov.uk)*

*Contact MASH Early Help Team to make an early help referral or access advice:*

- *telephone: 01904 551900*
- *email: [earlyhelp@york.gov.uk](mailto:earlyhelp@york.gov.uk)*

*Outside office hours, at weekends and on public holidays, contact the Emergency Duty Team*

- *telephone: 0300 131 2131*
- *email: [edt@northyorks.gov.uk](mailto:edt@northyorks.gov.uk)*

Policy Updated: September 2023

To be reviewed: September 2024