

ECCLESALL KID'S CLUB

6.6 Uncollected Child Policy

Our Club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment they leave.

At the end of every session the Club will ensure that all children are collected by a parent, carer or designated adult as input by the parent on Magic Booking. Club sessions run until 6pm (club is open until 6.15pm for clear up), club time has been extended until 6.00pm from January 2019 to reduce the amount of late pickups we have and as a result any late pick ups beyond 6pm will incur an automatic charge. This cost of £15 (the cost to retain 2 members of staff for child care beyond 6pm) **will be automatically applied to the Magic Booking Account in line with our Bookings Policy.**

If for some reason a child is not collected at the end of a session the following procedures will be activated.

- If a parent, carer or designated adult is more than 5 minutes late in collecting their child ie at 6.05pm the Manager or Play Supervisor will call and text the parent, carer or designated adult, and use any emergency contact details available in order to try and ascertain the cause of the delay and how long it is likely to last. Messages will always be left on any voicemail requesting a prompt reply.
- Whilst waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts no contact is made with the parent, carer or designated adult, and a further 30 minutes have elapsed, ie it is 6.30pm, the Manager or Play Supervisor will call Social Services for advice.
- In the event of Social Services being called and responsibility for the child passed to a child protection agency, the club Manager or Supervisor will attempt to leave a further telephone message with the parent, carer or designated adult's voicemail and they will also be texted and emailed. Furthermore, a note will be left on the door of the club's premises informing the parent, carer or designated adult of what has happened if all other methods of contact have been unsuccessful. The note will reassure them of their child's safety and instruct them to contact Social Services at a designated number which will have been communicated to them by voicemail, text or email.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the club's premises in the course of waiting for them to be collected at the end of a session.

- The child will remain in the care of the club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Club Manager and discussed with the parent / carer at the earliest opportunity.
- Repeat incidents of late collection will result in a referral to the Management Committee to issue a warning letter and may also result in the cancellation of future bookings or closure of the parents account/forfeit of places in line with the club's **Booking and Payment Policy**.

This policy was adopted by: Ecclesall Kids Club	Date:14/8/18
Reviewed:4/1/19	Signed: <i>Ecclesall Kids Club Committee</i>