



Uncollected Children Policy

HPSOSHC has the highest regard for the safety and welfare of the children in our care—from the moment they arrive to the moment they leave.

At the end of each session the staff will ensure that all children are collected by their parents/carers or a designated person in accordance with the Arrivals and Departures policy.

If a child is not collected at the end of a session, the following procedures will be activated:

- If a parent/carer or designated person is more than 15 minutes late the senior member of staff on duty will try to contact the parents/carers or designated person using the contact numbers given on the registration form. If they are unable to make contact they will work their way through all emergency contact numbers given on the registration form until they can get a response. They will ask for the child to be collected as soon as possible and try to ascertain how long this will take.
 - Children cannot be left in the charge of one member of staff. At least two members of staff must remain on site with the child/children until they are collected.
 - The staff will continue to supervise the children, reassuring them and keeping them occupied until they are collected.
 - If there is no response to any contact attempts made to all the emergency numbers the staff member in charge will contact the local Social Care Service (formerly known as Social Services) for advice after 60 minutes of normal pick up time.
 - In the event that the child is taken into the care of Social Care the staff member in charge will leave a final message with all contact numbers to inform them of what has happened. The message will give contact details of Social Care. This message will also be left on the door of the club, should the parents/carers arrive without receiving any telephone messages.
 - The staff member in charge will keep the headteacher or a governor on the management team informed of their action. The incident will be fully reviewed following the placement of a child in Social Care.
 - Under no circumstances will a child be taken to a member of staff's home, or escorted to their own home by a member of staff. They will not leave the building and will remain in the care of the staff until their parents/carers arrive or they are placed in the care of Social Care.
 - Incidents of late collection will be recorded by the senior member of staff on duty. They will be discussed with the parents at the earliest opportunity (but not necessarily on the day of late collection). Parents and carers will be informed that persistent late collection will result in the loss of their child's place at the club.
 - All late collections are liable to late fees of £10 per quarter of hour per child. These fees are not negotiable.
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For office use:

Date received:

Date copy returned to par-
ents/carers:



**Houghton
Primary School
Out of School
Hours Club**

