



Straw Bears out of School Club

Uncollected Children Policy

Straw Bear Out of School club endeavours to ensure that all children are collected by a parent or carer at the end of each session by making sure the club times are clear.

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:

Late Collection after 5.55pm

- If a parent or carer is late in collecting their child, the Club Leader 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 Club Leader 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 (except in exceptional circumstances).

Over 30 minutes late

- If the Club Leader has been unable to contact the child's parents or carers after 30 minutes, the Club Leader 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 and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The Club Leader 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 Cambridgeshire Direct (Social Care) 03450455203 (8am-6pm), 01733 234724 (out of hours)