



Zap Kids Club Late & Uncollected Children Policy

Zap Kids Club endeavours to ensure that, a parent or carer collects all children 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:

Up to 10 minutes late

1. When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed.
2. If this is the first time, parents/carers will be informed that if there is a repeated instance of late collection, penalty fees will be charged at £1 per minute.

Over 15 minutes late

1. 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.
2. 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.
3. While waiting to be collected, the child will be supervised by the Zap Kids Club Staff on duty.
4. 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 at a rate of £1 per minute, even if this is the first instance.

Over 30 minutes late

1. 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.
2. 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.
3. If it is not possible for the child to remain at the Club's premises, a message will be left on the emergency numbers provided, instructing where the child has been taken (e.g. 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.
4. In addition to the £1 per minute late fee, parents will be invoiced for the additional premises hire fees and/or associated costs for caretakers/key holders.

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 they persistently collect their child late, they may lose their place at the Club.

Useful contacts

Social Care Out of Hours Service: 020 8461 7309

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Drafted by:	Mikala Osborn