



| **Childcare** | **Breakfast Clubs** | **Lunch Clubs** | **PPA Cover** | **After School Clubs** | **Holiday Camps** |

Uncollected Children Policy

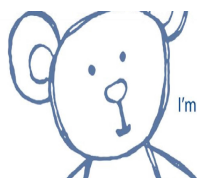
Xtra Time Kidz club and 1st Touch Coaching will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has *not* notified us that they will be delayed, we will use the following procedures:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club or 1st Touch Coaching 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 manager will try to contact them using the contact details on file.
- 1st Touch Coaches will take the child to the School office where they will try to contact the parent/guardian.
- 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.
- While waiting to be collected, the child will be supervised by at



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least two members of staff.

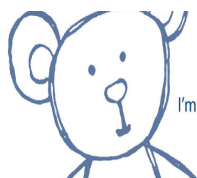
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the 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
- 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
- The child does not leave the premises with anyone other than those named on the registration form and in the daily diary
- If no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we contact our local social services department on 0300 123 4043
- A full written report of the incident is recorded
- 1st Touch Coaches stay with the child while the School decide the course of action

Managing persistent lateness

The manager or 1st Touch Coaching 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.



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Sept 2026 - To be reviewed in Sept 2027