



Uncollected Children Policy

The Actor's Training Academy (hereby referred to as TATA) endeavours to ensure that all children are collected by a parent or carer 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 15 minutes late

- When the parent or carer arrives they will be reminded that they must call TATA 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 lead practitioner 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 TATA immediately. The practitioner 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 a member of staff.
- When the parent or carer arrives, they will be reminded that they must call TATA 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 lead practitioner should contact Grace Welfare who will contact the local Social Care team for advice.
- The child will remain in the care of the TATA staff, on the premises of the class, 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 classes' premises, a note will be left on the door informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or 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.

Managing persistent lateness

The lead practitioner will record incidents of late collection and pass the information onto Grace Welfare who 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 TATA.

NOTE: *where classes are hosted at schools, if the child remains uncollected they should be handed over to the care of the school e.g. an after school club or a member of school staff.

Useful contacts

*If you need to contact Customer First by phone you can call **0800 917 1109**.*

The phone line is open Monday to Thursday, 8am to 5:20pm, and Friday, 8am to 4:20pm. Outside of these hours, this number will divert to the Emergency Duty Service. They can respond to any matters that cannot wait until the next working day.

This policy was adopted by: The Actor's Training Academy	Date: 1 st July 2026
To be reviewed: 1 st July 2027	Signed: Grace Welfare

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.82]*