



## Uncollected Children Policy

Em's Stars endeavours to ensure that all children are collected by a parent or carer at the end of each session, children must be collected by an adult (aged 18+).

If a child is not collected by 6pm the uncollected children policy will come into force. In exceptional circumstances the late fee will not be charged, this is at the clubs lead/directors discretion.

### Up to 15 minutes late

- After 5 minutes the lead will attempt to make contact with the child's emergency contacts. If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately.
- If there was no notification of late collection, when the parent or carer arrives they will be reminded that they must call the Club 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).
- A fee of £15 will be applied, this is payable via bank transfer.

### Over 15 minutes late

- While waiting to be collected, the child will be supervised by a member of staff.
- If there was no notification of late collection, when the parent or carer arrives they will be reminded that they must call the Club 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).
- A fee of £15 for every 15 minutes late will be applied, this is payable via bank transfer.

### Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the lead will contact the directors and local Social Care team for advice.
- The child will remain in the care 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 (eg 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 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**

Wirral Integrated Front Door  
0151 606 2008 9am – 5pm Monday to Friday.  
Outside of these hours call 0151 677 6557.

Emily Kendrick (Director) 07411779879  
In an emergency always dial 999.

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers* [3.74]