



Uncollected Child Policy

STAGES THEATRE ARTS 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 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).

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.
- If there is no response from the parent or carer, messages will be left requesting that they contact STAGES THEATRE ARTS 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 a member 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 STAGES THEATRE ARTS staff, on premises where the parent left the child, 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 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.

Fees For Late Collection:

- **Initial Late Fee:** £25 per child
- **Incremental Fees:** An extra £25 for every 15-minute block per child
- **Maximum Potential Charge:** Up to £100 per child.

- **Payment Method:** Invoiced and payable within 72 hours.

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

Cornwall Council Children’s Social Care (MARU – Multi-Agency Referral Unit): 0300 123 1116 | multiagencyreferralunit@cornwall.gov.uk

Out of Hours (Cornwall Council Out of Hours Social Work Service): 01208 251300

LADO (Local Authority Designated Officer – Cornwall & Isles of Scilly): 01872 326536 | lado@cornwall.gov.uk

Cornwall and Isles of Scilly Safeguarding Children Partnership (CIOS SCP): 01872 324218 | ciosscp@cornwall.gov.uk

<p>This policy was adopted by:</p> <p>STAGES THEATRE ARTS</p>	<p>Date:</p> <p>1ST March 2026</p>
<p>To be reviewed:</p> <p>1ST March 2027</p>	<p>Signed:</p> <p><i>B. C. Vincent</i></p>

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding*