

Uncollected Child Policy

(Holiday Club for 4–11 Year Olds)



Policy Statement

Edu-Play Holidays has a duty of care to all children. If a child is not collected at the end of their booked session, we will ensure their safety and wellbeing while following clear procedures.

Preventative Measures

- Parents/carers are reminded of session end times. All children must be collected between 4:45 and 5pm.
- By 5pm all parents must have arrived to collect their child.
- Parent/carer contact details must be always kept up to date. **Please ensure you notify the club of any changes as soon as possible. Please notify the club of any changes as soon as possible.**
- If a parent/carer is going to be late, then they must call the club and give an indication of when they expect to arrive.
- If there has been a change of person picking a child up then, the club must be notified. The agreed password must be given to the person collecting the child.

If a Child is Not Collected

1. The manager or deputy manager will remain with the child along with one other staff member.
2. No child should leave the club on their own.
3. Parents/carers will be contacted on all available numbers.
4. If unavailable, the emergency contacts provided will be called.
5. If no contact can be made within one hour of the session end time, then the children's social care services via the Sheffield Safeguarding Hub will be contacted on **0114 273 4855**
6. We may also contact South Yorkshire Police on 101 with any non-emergency child protection concerns.
7. Following a referral:
 - A) The child should stay in the care of two staff members (including the DSL/DSD) until either:
 - The child is safely collected either by the parents, carer/s, or authorised collector

- A social worker or police officer arrive at the setting, where advice will be taken about next steps.
- B) A member of staff should stay with the child while children's social care staff assesses the child's situation and if necessary, arranges appropriate safe accommodation. If possible, an Early Years setting staff member should remain with the child to provide continuity and reassurance, until they are settled in their emergency accommodation
- C) Under no circumstances should Early Years staff attempt to look for the parents or carers, nor should they take the child home with them.
8. A full written report of the incident must be recorded in the child's Safeguarding file and the Thresholds of Need document should be consulted to make decisions about early help and social care referral

Late Collection Fees

- Late collection will result in a late fee being charged.
- Late fees will be charged at £5 per fifteen minutes. This is to cover the cost of the staff member that will need to stay with your child.
- 1-15 minutes - £5 late fee, 16-30 minutes - £10 late fee, 31-45 minutes - £15 late fee, 46-60 minutes - £20 late fee
- Additional late fees will be invoiced to you with bank details to complete payments. Payments need to be made by the end of that week.
- Persistent late collection may lead to withdrawal of the child's place.

Signed:



Stacey Rayner

Club Manager

Date: January 2026

