



Attendance, Late fees & Uncollected Policy

Booked sessions are to be paid for in advance. Parents must inform the Seren Kids location they have booked with if a child is not attending for any reason preferably by 2pm on the day latest, this must be done via email to info@serenkids.com. Fees will not be refunded for non-attendance.

After School Club Attendance

Children will make their own way to the club after the school day has ended. If children are in KS1 they will be collected by a Seren Kids member of staff, or dropped off at the club by their teacher/TA.

In the event of a child being listed on the register but not arriving and the club have not been informed the manager of the club will need to:

- Visually check whether the child is attending another activity club before arriving in ASC.
- If Club colleagues are informed of the child's non-attendance by a senior member of staff, The host school or by the child's parents/guardians the child can be marked as not attending.
- Check the child's classroom and school reception and any other relevant areas.
- Call the School office to inform them that the child has not arrived at the club and the club has not been informed.

- If not the club should make contact with parents using existing contact information.

If the parents know where the child is the club will mark the child absent if applicable.

- If the parents, or any other contacts on the registration form, are not contactable or if the child should be at the club, then club colleagues need to speak to the school and organise a co-ordinated search in line with the Lost Child Procedure.

If a child arrives at one of our settings and they are not on the register our team will check and inform the school reception team and follow their guidance on next steps (After school clubs only). In the event they have been dropped off at a club incorrectly, the club leader will attempt to make contact with the parent or school staff to coordinate pickup of the child as Seren Kids cannot accept children not booked on to the register for safety and safeguarding reasons. In the event the parent, emergency contact or school is not contactable the DSL/Camp leader will contact NSPCC or Local authority for further advice as we cannot accept children into our clubs without correct booking due to ratio, health and safety, and safeguarding concerns.

Children will be handed over to parents/guardians/childminders at the end of the club session and marked as having departed by the club leader. Where the club leader may be unsure of who the person is that is trying to collect the child they will require the password from the registration form and may also contact the parents.

Parents are asked to inform the club leader via info@serenkids.com in the event of any change in the usual pickup arrangements.

If the registration form states that the child is to be dropped off with another club or provider (only applicable for 1 hour clubs and not wraparound services by Seren Kids Ltd), once all other children have been picked up, children will be dropped off by the club leader.

In order to safeguard our team and the child, in the event of uncollected child at our wraparound services, two members of staff will stay behind with the child inline with this policy and a late fee will occur.

In the event of extracurricular clubs (0.5-1.5 hours) if a child is uncollected The club leader will either stay in the office area, or wait with the child near their wrap around service at the school, or dropped off at the wraparound service where this is allowed by the provider or school. A late fee will occur.

Holiday Camp Arrivals and Departures

Seren Kids recognises that the safe arrival and departure of the children in our care is paramount.

The Manager/Club leader will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session/day.

Arrivals

Our colleagues will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway.

Parents must update any changes to contact information, medical information or other details by updating their child's information in an email to info@serenkids.com

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Parents will be informed for camps that they must sign their children into camp every day and so they are not allowed to drop children to come and sign in by themselves. This is to prevent children from wrongly attending camp when they are not on the register. If a child arrives at one of our settings and they are not on the register our team will attempt to contact their parent/guardian/emergency contact either from our own records or given by the child where we have no records. In the

event the parent is not contactable the DSL/Camp leader will contact NSPCC or Local authority for further advice as we cannot accept children into our clubs without correct booking due to ratio, health and safety, and safeguarding concerns.

Departures

- Colleagues will ensure that parents or carers check children out before they leave, including the time of collection.
- Children can only be collected by an adult over the age of 16 who has been authorised to collect them on the registration form.
- If parents are in dispute, we cannot bar a parent who has parental responsibility from removing their child, unless we have seen and have a copy of a court order stating this, except for where we have been notified or have reasonable belief that there is a danger to the child, in which case we would seek advice from the local authority.
- Parents or carers must inform via email to info@serenkids.com in advance if someone who is not usually listed is to collect their child. Club leaders will contact the main parent or carer for confirmation if there are any concerns regarding departures. The password would be required also (from registration form).
- People authorised to pick the child up on the registration form should provide the password stated on the registration form during the first pick up, or if the staff are not sure who they are.
- The parent or carer must notify the club/camp if they will be late collecting their child. If Seren Kids is not informed, the Uncollected Children policy will be followed.
- In all cases for Holiday Camps a late fee will be charged at £10 per 15 minutes or part thereof after the stated end of the session.
- No child will be allowed to leave the setting unaccompanied by a parent/guardian.
- If a parent or carer is perceived to be under the influence of alcohol or drugs, colleagues will do their utmost to prevent the child from leaving with them especially

if they are travelling in a vehicle driven by them. Colleagues must report this to the designated safeguarding lead inline with Safeguarding policy where the safeguarding policy procedures will be activated thereon.

Uncollected Child

Seren Kids Ltd wraparound services

Seren Kids Ltd reserves the right to charge a fee for late collection of any children. If a child is collected after the allocated collection time identified on booking or email, the parent/guardian will be subject to an immediate charge of £10.00 per child. It is at the managers discretion to award a grace period of 10 minutes in exceptional circumstances and if the parent is not normally late. An additional £10.00 will be charged for every 15 minutes which passes after the initial 15 minutes of lateness, up until collection. If the parent/guardian is unable to pay the late fee at the point of collection, we will invoice you via email.

If the parent is over half an hour late without communication to the club/camp leaders the staff members will resort to the following policies available on www.serenkids.com/policies :

Attendance, Uncollected child policy

Safeguarding policy

Where the parent/carers have communicated with staff members they will wait with the child for a maximum of 1.5 hours before seeking advice from local authorities. Where there has been no parent communication after 40 minutes of repeated attempts to contact the parent, the club leader will call for advice from the local authority.

In the event of collection being late 2 members of staff will wait with the child at the office after packing up the room. In this situation parents will be expected to pick their child up from the office. In the event the maintenance team have to lock up the building the team members and child are waiting in, they will have to wait just outside the building until the child is collected, unless there is a safeguarding reason not to (ie extreme weather and the child does not have suitable attire for it), in which case the staff member will seek advice from local authority/social care.

Extra Curricular Clubs (0.5-1.5 hours)

We understand that at times parents/guardians may be running behind schedule, and we will always ensure that we do our utmost to support our families where possible. If a child is collected late it will have a knock on effect on our teams and

therefore a late fee of £10 per 15 minutes will be applied for late collections. If you are running behind schedule and your child will be collected late, please call the club leader contact number given during dropping your child off at camp, or email info@serenkids.com as soon as possible.

In the event of a child not being collected on time, we will attempt to call the parents/guardians. If we are unable to make contact, we will follow our safeguarding policy/uncollected child policy.

In order to safeguard our team and the child, if a child is uncollected at an extra curricular club, The club leader will either stay in the office area (or other area where CCTV is present), or wait with the child where there may be other members of public (eg the car park external to the setting)/other staff members of other organisations. If the setting has its own wraparound provider then we would check if the child is allowed to be dropped off with them. In the event the building has been closed down by maintenance staff, and it is unsuitable to wait outside with the child (i.e. extreme weather and/or no coat when it is needed) the club leader would seek advice from the local authority/social care.

If there is no wraparound available on site, and if after repeated attempts, no contact is made the manager will call local Social Care for advice after 40 minutes of the club closing. In the event parent contact has been made, the club leader would wait no longer than 1.5 hours before then seeking social care advice.

The club will act on the advice of Social Care

We always strive to offer parents/guardians the support needed, however, if late collections become a reoccurring event, we reserve the right to withdraw our service.

This policy was last reviewed on 6th May 2025. This policy should be reviewed at least every 2 years by a member of Senior management or board of directors.