**‘Green Dog Training’ Uncollected Children Policy**

Green Dog Training endeavours to ensure that all children are taken home or 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 supervisor 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 supervisor 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 Green Dog Training immediately. The supervisor will then try to contact the emergency contacts listed in the child’s registration details.
* While waiting to be collected, the child will be supervised by a staff member.
* When the parent or carer arrives they will be reminded that they must call Green Dog Training 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 supervisor has been unable to contact the child’s parents or carers after 30 minutes of the club closing, the manager will contact the local Social Care team for advice.
* The child will remain in the care of the club’s staff, on the church 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 church premises (as site manager may need to close the hall), a note will be left on the door of the church hall, 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 supervisor 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 activity camp.

**Useful contacts**

Supervisor (CEO Emily Green) : 07383090767

Social Care: 0118 908 8002

Social Care out of hours contact: 01344 786 543

**Penalty Fees**

15 minutes late: £15
Every 10 minutes after initial 15 minutes: £10

This policy was adopted by: Green Dog Training Date: August 2023

To be reviewed: August 2024

Signed: Emily Catherine Green (Owner and CEO of Green Dog Training)

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