


Mangotsfield Out of School Club Uncollected Child Policy

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Signed:	



Uncollected Child Policy - MOOSC09.01

Purpose

MOOSC have clear and set opening and closing times and it is the responsibility of the Club to make sure every child is safely collected by a parent/ carer at the end of each session.

This policy sets out the Club's position should a child not be collected and no communication has been received by the parent/ carer of any delay.

Procedure

Under 15 Minutes Late

The Club will remain open with 2 members of staff, including the Leader, up to 6p.m. but will move outside after that time due to School property needing to be locked and secured by that time. Every effort will be made to contact the parents/ carers as detailed on the Club's system.

In the event of inclement weather, School property may be kept open however the rental charge for the additional time will be passed onto the parent/ carer along with any late collection fee.

On collection, the Club will remind the parent/ carer of its closing time and to get in touch immediately should they be running late and ideally to arrange for an alternative adult to collect in the future.

The charge for this initial late collection will be £10 per family plus the quarter of an hour staff costs for the Leader and one other staff member. This will be reported to the Business Manager at the discretion of the Leader as the Club understands that genuine delays can happen.

Over 15 Minutes Late

The Leader will continue to contact the parents/ carers but if contact is not made, they will move onto all other emergency contacts as detailed on the Club's system. The Play Manager will also be informed at this point who will also attempt contact.

2 members of staff, including the Leader, will remain with the child and on collection the Club will remind the parent/ carer of its closing time and to get in touch immediately should they be running late and ideally to arrange for an alternative adult to collect in the future.

The charge for this late collection will be £20 per family plus the half an hour staff costs for the Leader and one other staff member and will be reported to the Business Manager.

Over 30 Minutes Late

If the Play Manager is unable to contact the parent/ carer after 30 minutes, the local Social Care Team will be contacted for advice.

2 members of staff, including the Leader, will remain with the child until collected by the parent/ carer or the Social Care Team.

The charge for this late collection will be £40 per family plus the staff costs for the Leader and one other staff member for the entire time worked past 6p.m. with the addition of any School premises rental charges, caretaker callout fees etc.



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If it is not possible for the child to remain on School premises, a note will be left on the Hall door leaving the contact number of the Play Manager.

Persistent Lateness

The Business Manager will record all incidents of reported late collection and should a pattern begin to form, this will be discussed with the parent/ carer.

In instances where a late collection is reported, an email will be sent to the parent/ carer to confirm the additional fees, which will be added to their online account along with a reminder that persistent lateness may result in losing their place at the Club.

Should there be 4 instances of lateness within a 12 months period, the child's place at the Club may be lost automatically.

Related Policies

1. Incident, Illness & Accident
2. Health & Safety
3. Payment
4. Suspension & Exclusion
5. Complaints