



# Waterbeach After School Play Scheme

## Uncollected Children Policy

WASPS 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 or co-ordinator on duty 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 the Club immediately. The manager or co-ordinator on duty 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 2 members 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 or co-ordinator in charge has been unable to contact the child's parents or carers after 30 minutes, the manager/co-ordinator will contact the local Children's Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's 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 Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. 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 manager or co-ordinator in charge will record incidents of late collection and will discuss them with the child's parents or carers. WASPS closes at 6:00 p.m. each day and it is our expectation that children are collected by this time, if you know you are running late due to an unavoidable reason, please get in touch as soon as possible to make us aware.

The following penalty fees will apply:


- From 6:01-6:05: £1 per minute
- From 6:06-6:30: £2 per minute
- From 6:31 onwards: £5 per minute.

Please be aware that repeated lateness will not be tolerated and may result in your child's place being terminated.

**Useful contacts**

03450455203 – Children’s Social Care

01733 234 724 – Emergency Duty Team

This policy was adopted by: Waterbeach After School Play Scheme (WASPS)	Date: 12/02/2025
To be reviewed:  February 2028	Signed (Manager): 

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Supporting and Understanding Children’s Behaviour [3.58-3.60]*.