



Uncollected Children Policy

Funtastic Kids 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 supervisor or office 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 Funtastic Kids immediately. The supervisor will then try to contact the emergency contacts listed in the child's registration details. The supervisor will also notify the Directors.
- 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 Funtastic Kids 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 camp or 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 school 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 school premises (as site manager may need to close the school), a note will be left on the door of the holiday camp or after school club, informing the child's parent or carer where the child has been taken (eg 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 after-school club or holiday camp.

Useful contacts

Social Care: 0118 908 8002

Social Care out of hours contact: 01344 786 543



Penalty Fees Holiday Camps

Regardless of the start time of your session, there is an additional charge if you must extend your session on the **same day**.

Those children finishing at 3.30pm - Extended to 4.30pm = £5.00

Those children finishing at 3.30pm - Extended to 6.00pm = £8.50

Those children finishing at 4.30pm - Extended to 6.00pm = £6.50

Prices up above include the additional admin and other factors at camp.

Penalties After 6pm

On site Funtastic Kids staff are paid until 6.15pm. The 15 minutes is needed to do a final check of the site after the last child/parent has left.

10 minutes late: £15, every 10 minutes after £10.00

Example: 6.15pm = £15, 6.25pm £25 6.35pm £35.00

This penalty fee covers the cost for overtime for the supervisor and playworker to remain until the child is collected and last checks are completed, as well as managers and office staff who remain available to support their onsite team.

Wrap Around Care (After School Clubs)

After 4.30pm (If short session is paid for): Over 10 minutes late, Full session will be charged (Until 6pm). This fee will be automatically applied.

Parents who are also persistently late to collect when booking the short session, will also be liable to be charged the full session.

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This policy was adopted by: Funtastic Kids Ltd	Date: December 2022
To be reviewed: December 2023	Signed: Marcus Holloway Director

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