

Y-Kidz Uncollected Children Policy

Department: Lifelong Learning

Owner: Training & Education Manager

Approval Route: Lifelong Learning Committee

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1. Y Kidz Uncollected Children Policy

Y-Kidz endeavours to ensure that all children are collected by a parent/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 Y-Kidz 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 team 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 Y-Kidz immediately. The team 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 Y-Kidz staff.
- When the parent or carer arrives, they will be reminded that they must call Y-Kidz 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 has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Y-Kidz staff, on the 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 Y-Kidz premises, a note will be left on the door informing the child's parent/carer where the child has been taken (e.g. YMCA Campus or into the care of a safeguarding agency) and leave a contact number. A further message will be left on the parent or carer's telephone explaining events.

2. Managing persistent lateness:

The Y-Kidz team will record incidents of late collection and will discuss them with the child's parents/carers. Parents/carers will be reminded that if they persistently collect their child late, they may lose their place at Y-Kidz.

Useful contacts

Local Social Care team - 01629 533190