

# **Y-Kidz Uncollected Children Policy**

**Department: Lifelong Learning**

**Owner: Training & Education Manager**

**Approval Route: YSS Board**

**Frequency of Revision: Bi-Annually**

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<b>1</b>	<b>June 2023</b>	<b>Revision of Policy</b>
<b>2</b>	<b>June 2024</b>	<b>Review</b>
<b>3</b>	<b>February 2025</b>	<b>Review</b>
<b>4</b>	<b>February 2026</b>	<b>Review</b>

## **Table Of Contents**

Y-Kidz Uncollected Children Policy Statement
• Up to 15 minutes late
• Over 15 minutes late
• Over 30 minutes late
Managing Persistent Lateness

## **Appendix**

Appendix 1 – Useful contacts

## **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. Therefore, at least two emergency contacts will be attempted before any escalation. The Designated Safeguarding Lead (DSL) will be informed immediately if a parent/carer cannot be reached or if a pattern of late collection suggests neglect or risk of harm. Staff will never take children home, transport them in personal vehicles, or leave them unsupervised on premises.

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:**

- If a parent or carer is late in collecting their child, the team will try to contact them using the contact details on file.
- 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 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. This maybe outside but within school grounds due to closure of school buildings.
- 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.

### **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 or the Police 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 parent/carer where the child has been taken. A further message will be left on the parent or carer's telephone explaining events.
- All late collection events will be logged on a late collection file, reviewed by the DSL, and monitored for emerging patterns.

## **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*