

## Uncollected Children Policy

House of Fun 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 House of Fun 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 Manager 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 House of Fun immediately. The Team Manager 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 two House of Fun staff members.
- When the parent or carer arrives they will be reminded that they must call House of Fun 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 Team Manager has been unable to contact the child's parents or carers after 30 minutes, the Team Manager will contact the local Social Care team for advice.
- The child will remain in the care of House of Fun's staff, on House of Fun 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 House of Fun premises, a note will be left on the door of the House of Fun premises 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 Team Manager will record incidents of late collection with the Bookings Manager who 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 not be able to book future places at House of Fun.

### Useful contacts

Social Care: 0345 050 7666 (Out of Hours 0800 833408)

This policy was adopted by: House of Fun	Date: January 2024
To be reviewed: January 2025	Signed: Mr M Hilsdon

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.83]*.