



# Safe Hands Afterschool Club

## Uncollected Children Policy



**Approved by:** Melanie Lawlee

**Date:** 24/03/2026

**Review Date:** 24/03/2027

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### 1. Purpose

This policy outlines the procedures Safe Hands Afterschool Club follows if a child is not collected at the agreed collection time.

The club is committed to ensuring the safety, supervision and wellbeing of every child in our care. We recognise our duty to safeguard and promote children's welfare at all times. Clear procedures for uncollected children support compliance with the EYFS statutory framework 2025 Safeguarding and Welfare Requirements and wider safeguarding legislation.

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### 2. Scope

This policy applies to:

- All children attending Safe Hands Afterschool Club
  - All parents and carers responsible for collecting children
  - All staff responsible for supervising children at the end of sessions
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### 3. Legal & Statutory Framework

This policy is informed by:

- **Early Years Foundation Stage (EYFS) statutory framework 2025** – safeguarding and welfare requirements relating to supervision, safeguarding and emergency contact information.
  - **Working Together to Safeguard Children 2023** – statutory safeguarding guidance.
  - Local Authority safeguarding procedures and referral pathways.
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### 4. Definitions

**Uncollected Child:** A child who has not been collected by their parent or authorised carer at the agreed collection time and where no prior notification of delay has been received.

**Persistent Lateness:** Repeated failure to collect a child at the agreed time.



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#### 5. Responsibilities

The **Manager/Designated Safeguarding Lead (DSL)** is responsible for:

- Ensuring this policy is implemented consistently.
- Ensuring accurate and up-to-date contact details are held for every child.
- Contacting parents, emergency contacts and external agencies where required.
- Recording all incidents of late or non-collection.

All staff must:

- Ensure children remain supervised at all times.
- Follow the staged procedures outlined in this policy.
- Report any safeguarding concerns immediately to the **Manager/DSL**.

Parents and Carers must:

- Collect their child at the agreed time.
- Inform the club as soon as possible if they are going to be delayed.
- Ensure emergency contact details remain current.

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#### 6. Procedures for Uncollected Children

##### 6.1 Up to 15 Minutes Late

If a child has not been collected at the agreed time:

- The child will remain supervised by a qualified member of staff.
- When the parent or carer arrives, they will be reminded of the requirement to notify the club of any delay.
- The parent or carer will be informed that penalty fees may be charged (unless the delay was genuinely unavoidable and agreed by the Manager).

##### 6.2 Over 15 Minutes Late

If a parent or carer is more than 15 minutes late:

1. The Manager will attempt to contact the parent or carer using the contact details on file.
2. If there is no response, a message will be left requesting immediate contact.
3. The Manager will contact the emergency contacts listed on the child's registration form.
4. The child will continue to be supervised by a staff member at all times.
5. Upon arrival, parents/carers will be reminded of club procedures and applicable late collection charges (except in exceptional circumstances).



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#### 6.3 Over 30 Minutes Late

If, after 30 minutes, the Manager has been unable to contact the child's parents or emergency contacts:

- The Manager will contact the **Local Authority Integrated Front Door (Social Care)** for advice.
- The child will remain in the care of club staff, on the club premises where possible, until:
  - Collected by a parent or authorised carer, or
  - Placed into the care of **Social Care services**.
- If it is not possible for the child to remain on site, a note will be left on the club door informing the parent/carer where the child has been taken and providing a contact number.
- A further message will be left on the parent/carer's telephone explaining the situation.

All actions, times and communications will be recorded in detail.

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#### 7. Managing Persistent Lateness

- All late collections will be recorded in the incident log.
  - The Manager will discuss repeated lateness with parents or carers.
  - Parents will be reminded that persistent late collection may result in their child losing their place at the club.
  - Where appropriate, supportive discussions may take place to identify and address any ongoing difficulties.
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#### 8. Safeguarding & Welfare

- Children will be reassured and comforted while waiting.
  - Appropriate staff ratios will be maintained at all times.
  - If concerns arise regarding a child's safety or welfare, the Safeguarding & Child Protection Policy will be followed.
  - All procedures prioritise the child's welfare as paramount.
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#### 9. Confidentiality & Record Keeping

- All incidents of late collection must be recorded accurately on the child's profile on the Safehands Afterschool Club Kids Club HQ software.
- Records will include times, contact attempts, messages left and advice received.
- Documentation will be stored securely in line with **UK GDPR** and the **Data Protection Act 2018**.
- Records must be available for inspection by regulatory bodies (e.g., Ofsted).



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#### 10. Training & Awareness

- Staff will receive safeguarding training, including procedures for uncollected children.
- **The Manager/DSL** will ensure staff remain updated on any changes to statutory guidance.

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#### 11. Monitoring & Review

This policy will be reviewed annually or sooner if:

- Legislation or statutory guidance changes.
- A safeguarding incident highlights the need for review.

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#### 12. Useful Contacts

- Mel Lawlee: 07958 521517
- Safe Hands Harrietsham: 07960 487811
- Safe Hands Lenham: 07932 047053
- Integrated Front Door Services: 03000 411111

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#### 13. Related Policies

This policy works alongside:

- Safeguarding & Child Protection Policy
- Health & Safety Policy
- Behaviour Policy
- Complaints Policy
- Data Protection and Privacy Policy