



Uncollected Child Policy

Date of this version: April 2024

Responsibility: Manager

Author: Amy Garner Buchanan

Review Date: May 2025

Version: 1.3

Camp Canary's collection windows are as follows:

- Standard day: 4-5pm
- Late Club: 5-6pm

If a child is not collected as scheduled, we will follow the procedure set out below:

After 5pm

- We will call parents/carers using the contact details on file and ask if they would like their child to be booked into Late Club.
- If we are unable to reach parents, we will send the child to Late Club and add the Late Club charge to their MagicBooking account.

After 6pm

- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed and that penalty fees may have to be charged.
- Penalty fees will be charged at the Manager's discretion.

After 6.15pm

- We will try to contact parents or carers using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. We will then try to contact the emergency contacts listed on the child's account.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

After 6.30pm

- If we have 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 Club's staff, on the Club's 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 Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. 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 manager 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 Club.

Useful Contacts

Camp Canary

07737042024

office@campcanary.co.uk

These details are also displayed on our website, and our phone number is displayed on the parents' board on site.

Multi-Agency Safeguarding Hubs

To refer children to social care, the MASH in the borough in which the child resides must be contacted.

You can input the child's postcode into the Find My Borough online tool: www.gov.uk/find-local-council.

Tower Hamlets MASH

Tel: 020 736 45006 option 3, extensions 5606 / 5601 / 5358 / 7796

Email: mash@towerhamlets.gov.uk

Tower Hamlets Multi-Agency Safeguarding Hub, 4th Floor Mulberry Place, 5 Clove Crescent, London E14 2BG.

Written in accordance with the Early Years Foundation Stage Statutory Framework Safeguarding and Welfare Requirements, sections 3.81-3.82.

