

## Dunkirk Fun Club Policies

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### 29: Uncollected Children

#### **\*\*COVID addendums**

**Our club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.**

At the end of every session, the club will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager will be informed.
- The manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the manager will call the local social services department for advice, if out of hours then Police will be called.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the club's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the club's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.

- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity.

### **Late Charges**

Charges are applied every time a child is picked up late from DFC:

- 0-5 minutes late: £5
- 5-15 minutes late: £10
- 15+ minutes: £10 + additional full charge (£10)
- 30+ minutes: £20 + another additional full charge (£10)

### **Termination of a Childcare Place**

DFC will cancel a childcare agreement when a parent/carer does not fulfil his or her obligations repeatedly (**3 times in a term**)

- late pick up after 6:00pm
- repeated late payments
- non-attendance of a booked place where notice was not given to cancel.

**\*\*parents/carers will be asked to record which days their children will attend, however, they are paying for 5 days a week at this time, so non attendance will not be punished as stated above.**

*Date of review/update: 08.05.20*

*\*\*COVID addendums: 31/8/20*

*By Linda Moualek and Jamie Curtis*

*Next review date: October 2020*

