

## 21: Late and Uncollected Children

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

It is the responsibility of all parents/carers to ensure that their child is collected at the agreed time by an authorised person.

In accordance with Superkids Arrivals and Departures policy, the person collected must be from 16 years of age if the child being collected is in KS1 / under 8 years old; and 13 years of age if the child being collected is in KS2 (Yr3 or above).

If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a child is not collected at the agreed time, staff will try to contact the parent/carer by telephone to find out why they are late and how long it is likely to last. Text and messages will always be left on any answerphone requesting a prompt reply. If unsuccessful, the emergency contact will be telephoned and asked to collect.
- While waiting to be collected, the child will remain in the care of Superkids and will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- When the parent or carer arrives, they will be reminded that they must call the Club to notify if they are delayed, and that penalty fees will be charged (except in exceptional circumstances).
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the manager will be informed if they are not on site.
- If, after 30 minutes after the setting closes of repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the manager will call the local social care department for advice.
- In the event of the social care 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/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the setting'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 care department.
- Incidents of late collection will be recorded in the late book/record by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at the setting. In all cases of late collection, a charge of £1 per minute will be issued.
- Under no circumstances will a child be taken to the home of a member of staff, or away from Superkids premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.

### Collection of a child

Superkids holds a list of people who are authorised to collect each child. Under no circumstances can children leave the premises with any other person unless prior arrangements have been made and the manager has knowledge of this. This can be either through photographs of intended people to collect child, suitable ID or the use of a password.

This Policy is adopted by: Superkids Club Ltd	Signed by: (Director) <b>Jo Murray</b>
Issue Date: 02/01/2026	Review Date: September 2026

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Information for parents and carers [3.97]*