

Cool Kidz Club



**Late Collection &
Child Not Collected Policy**

Cool Kidz Club – Late Collection & Child Not Collected Policy – May 2025

1. Purpose

This policy is designed to protect the welfare of children who have not been collected at the agreed-upon time or after our normal closing hours. **Cool Kidz Club** is committed to ensuring that children are safely supervised at all times, and that the duty of care to both children and parents is maintained.

2. Duty of Care

- It is the responsibility of parents/carers to ensure that children are collected **within the agreed time or by 5:30 pm**, our closing time.
- **Late collection causes unnecessary distress** to both the child and the staff members involved.
- Children remaining after closing hours will be supervised by at least two staff members.

3. Communication

We understand that sometimes unforeseen circumstances may lead to delays. If you anticipate being late:

- **Contact us as soon as possible** to discuss alternate arrangements with the Manager or Senior Play Worker. On phone numbers provided. Cool Kidz Club **07498833096** or School Office after 5 pm **01352713184**.
- Parents must complete a **collection arrangement form** upon registration, which includes a **password system** and a list of **alternative individuals** (e.g., family or friends) who are authorized to collect the child if the parents are unable to do so.

4. Opening Hours

- Our operating hours are from **3:15 pm to 5:30 pm**. Holiday Club **8:30 am to 5:30pm**
- Children must be collected **by 5:30 pm** at the latest. Any collection after this time will incur an additional charge to cover the cost of extra staff.

5. Additional Charges

Late collection fees are as follows:

- **Late by 1–15 minutes:** £20.00
- **Every additional 5 minutes** thereafter: £10.00

These fees are used to compensate the extra staff who must remain at the setting after hours. **At least two staff members** must be present to ensure the safety and well-being of the child.

6. CIW and Insurance Compliance

Our registration with **CIW (Care Inspectorate Wales)** and insurance regulations restricts us from operating beyond **5:30 pm**. As a charity-run setting, it is essential that we meet the additional costs associated with late collections.

7. Procedure for Late Collection

- If a parent/guardian is late:
- The **Manager or Senior Play Worker** will attempt to contact the parents or guardians using the contact details provided.
- If no response is received from the primary contact or any of the emergency contacts, the staff will wait for **up to 30 minutes**.
- If no contact is made within this time, the staff will follow our **safeguarding procedures** and contact the **local duty social worker** for assistance. The out-of-hours contact number for social services is: **0345 053 3116**.

8. Child Not Collected

If the child is not collected by **5:30 pm** and all attempts to contact the parent/guardian or emergency contacts fail, the child will be under the care of **local social services**, in line with safeguarding policies.

9. Review

This policy will be reviewed and updated by the **Cool Kidz Committee** annually or as needed.

About Cool Kidz Club Cool Kidz Club is a **registered childcare setting** with **CIW (Care Inspectorate Wales)**. We operate as a **non-profit charity (No. 1188330)** and are governed by a **Voluntary Committee of Trustees**.