



Child No Show and Uncollected Child Policy

Parents must inform QPG After-School Club if a child is not attending for any reason, this must be done by calling or emailing. The £1 per week charge will still apply regardless.

QPG After School Club

In the event of a child being listed on the register but not arriving and the hub have not been informed, the manager of the club will need to:

- Visually check whether the child is attending another activity club at the school.
- If hub staff are informed of the child's non-attendance by Wilberforce office staff, the host school or by the child's parents/guardians the child can be marked as not attending.
- Check the child's classroom and school reception and any other relevant areas.
- Call the DSL who will begin the process of checking in with the parents by phone.
- If not, the hub should make contact with parents using existing contact information
- If the parents, or any other contacts on the registration form, are not contactable or if the child should be at the hub, then after-school club staff need to speak to the school and organise a co-ordinated search in line with the Lost Child Procedure.

In any instance where a child does not attend the session and staff cannot account for the child's whereabouts the DSL must be informed so appropriate action can be taken.

It is the parents' responsibility to inform QPG Hub if they will be late collecting their children. If a child is not collected at the end of a session, *and the parent or carer has not notified us* that they will be delayed, we will implement the following procedures:

- After the advertised finish time of the hub, the hub manager will contact the parents.
- The parent or carer will be informed that penalty fees will have to be charged. If there is no response from the parent or carer, messages will be left requesting that they contact the hub immediately. The manager that is on duty will then try to contact the two emergency contacts listed on the child's full registration forms.
 - While waiting to be collected, the child will be supervised by at two members of staff.
 - When the parent or carer arrives, they will be reminded that they must call Customer Care to notify us if they are delayed, and that penalty fees will have to be charged.

Over 45 minutes late

- If Staff have been unable to contact the child's parents or carers after 45 minutes, the manager on duty will contact the local Social Care team for help and advice.
- The child will remain in the care of two of the Hub's afterschool club members of staff, on the hub premises if possible, until collected by the parent or carer, or until placed in the care of the Westminster City Council or Kensington Council Social Care team.



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Charging

A charge of £5 per 15 minutes will be levied for all late collections. Managers must inform the DSL and Director of the exact time the child was signed out.

Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at both the QPG Breakfast Club and the QPG After-School Club.