



## 27: Late Collection Children

**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.**

It is the responsibility of all parent/carers to ensure that their child is collected at the agreed time by an authorised person (Parent, carer, designated adult) over 16 years of age (except for siblings who may be under 16 but in secondary school), 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 child is not collected by the end of a session (6pm), staff will try to contact the parent/carers by telephone to find out why they are late. If unsuccessful, the emergency contact will be telephoned and asked to collect. Messages will always be left on any answer phone requesting a prompt reply.
- If a parent, carer or designated adult is late in collecting their child, the Manager will be informed.
- 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 necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and 60 minutes have elapsed since formal collection time; the manager will call the local social services department/police for advice.
- 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' answer phone. 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.
- 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. Parents and carers will be informed that late collection will result in the imposition of a fine and/or the loss of their child's place at the club.
- The club will charge any parent who is late picking up their child after 6:00pm. The fees will be charged at £20.00 for each half hour or part of that the parent is late.

**Social Care Out of Hours contact no: 01483 517898**

**Local Police Station (service desk): 101 or 01483 571212**

### **Collection of child**

The setting 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 knows of this. This can be either through photographs of intended people to collect child or the use of a password.