

28. Late Collection Policy

We understand that the majority of parents make every effort to ensure their children are collected at the appropriate times. Group staff appreciate this and are usually very understanding on the few occasions when circumstances outside your control make prompt collection impossible. Please contact the Group immediately if you anticipate a problem, so that a solution can be worked out.

At the end of every session, the Group 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 10 minutes late in collecting their child from Pre-school, the Leader will be informed, and this will be regarded as a late collection incident. Pre-school collection times are 12:00 and 15:00.
- After School Club collection time is up until 6pm. All children must be collected by 6pm, unless there is an emergency, in which case the parent/carer must telephone and make the team aware and give a reason for the delay.
- The Leader 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 60 minutes has elapsed, the Leader will call the local social services department for advice.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Leader 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 Group'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 Group'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 Group until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.

Holy Apostles' Pavilion Group

- Late collection of children will incur an extra charge. This late collection charge will be reviewed annually. The charge is set at £35 per hour or part thereof.
- Incidents of late collection will be recorded by the Leader and discussed with parents/carers at the earliest opportunity.
- If children are repeatedly collected late, their place at the Group will be withdrawn. A warning will be issued after the second late collection, and after the third late collection the child's place will be terminated.

Last reviewed: October 2024

Due for review: annually
