

Late Collection

1. Introduction

Summer Adventure Camp Ltd (SAC) endeavours to ensure that all children are collected by a parent or carer at the end of each day. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

2. Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call SAC to notify us if they are delayed.
- Although we rarely charge / or have penalties for late collection if there are persistent issues the parent or carer will be informed that we might not be able to accept the child at camp in the future.

3. Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact SAC immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- When the parent or carer arrives they will be reminded that they must call SAC to notify us if they are delayed, and that persistent issues might mean that we might not be able to accept the child at camp in the future.

4. Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of SAC staff, on SAC premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the SAC premises, a note will be left at the premise informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Useful contacts

Social Services- 01323 747373

Out of Office Hours- 01273 335905 or 01273 335906