



Failure to Collect a Child

In the event that a child has not been collected at the prescribed time the following procedures should be adopted: -

1. Two members of staff **MUST** remain with the child/children at all times.
2. Use the emergency contact numbers supplied and establish the reason for the delay.
3. Seek alternatives if the person collecting the child/ children is indisposed.
4. If contact cannot be made talk to the child/children and seek alternative remedies.
5. Should these actions fail to achieve a satisfactory solution and 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.
(See Safeguarding Policy for Phone Numbers)

If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg 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.

When the parent or carer arrives, they will be reminded that they **must call** the Club to notify us if they are delayed, and that penalty fees will have to be charged unless there are genuine exceptional circumstances,

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the Club.

Reviewed October 2021