

## Late Collection and Non-Collection

EYFS: 3.4, 3.7, 3.63

At **Happy Chatters Holiday Club** we have morning, afternoon and all day sessions. Parents are able to collect their child from the club flexibly within this time period asking them to be no later than the session end time, for example if they attend the morning session we expect children to be collected no later than 1pm, and afternoon/all day session no later than 3pm. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the club as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the club in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Asking a designated adult to collect their child wherever possible
- Informing the club of this person's identity so the club can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the club staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the club to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the club after a 15 minutes we initiate the following procedure:

- The club manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the club will plan to meet required staff ratios. If the parents have

still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on the **Correspondence Form**

- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team and complete and **Incident form**

- The club will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £5 for every 5 minutes after 3pm will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal club hours may incur.

**Contact numbers:**

<b>Name</b>	<b>Contact No</b>
Social Services Emergency Duty Team	020 8901 2680
Ofsted	0300 123 1231

<b>This policy was adopted on</b>	<b>Signed on behalf of the club</b>	<b>Date for review</b>
16/05/2024	<i>Shannon Engel-DaCosta</i>	<i>Date for review 16/05/2025</i>