**34: Late Collection of Children Policy**

Willows will ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected at the end of a session, and the parent or carer has not notified us that they will be delayed, we will use the following procedures:

**Up to 15 minutes late**

* When the parent or carer arrives they will be reminded that they must call the setting to notify us if they are delayed.
* The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

**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 the setting immediately. The manager will then try to contact the emergency contacts listed on the child’s registration form.
* While waiting to be collected, the child will be supervised by at least two members of staff.
* When the parent or carer arrives they will be reminded that they must call the setting to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

**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 two of the club’s staff, on the club’s 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 setting, a note will be left on the door of the setting 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.

**Managing persistent lateness**

The manager/directors 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 their setting.

Each setting holds a list of people who are authorised to collect each child (Emergency Contacts List). Under no circumstances can children leave the premises with any other person unless prior arrangements have been made and the directors and manager have knowledge of this. This can either be through photographs of intended people to collect the child or with the use of a password.

**Useful Numbers**

Local Police Service Desk: 101 or 01707 354000

Social Care Team: 01438 737400

Ofsted: 0300 123 1231