

Failure to Collect Policy

Bexley Snap is committed to provide a safe environment, whether that is on site or on an outing. The welfare of the children and young people in our care is paramount.

Aim of the policy

This policy sets out the measures that will be taken in the case of a child not being collected at the end of the session.

What do we expect from parent/carers if they are not able to collect their child at the agreed time?

- All parent/carers are expected to inform the Play & Youth Leader(P&YL)/Senior if they know they will be late collecting their child.
- All parent/carers need to inform the P&YL/Senior if another adult will be collecting the child/young person.
- All parents must ring the designated number if they are unexpectedly delayed.
- It is parent/carers responsibility to keep Snap informed of their up to date contact numbers (including emergency contact).
- If parent/carers are over 10 minutes late they will be charged a late collection fee towards staff costs for each child;
 - over 10 minutes late = £5 charge
 - over 20 minutes late = £10 charge
 - over 40 minutes late = £25 charge
 - 1 Hour late or more = £25 charge plus call to Social Services (*see below*)
- If parent/carers are over 10 minutes late on more than 3 occasions per term or holiday scheme (whether they have called to inform Snap or not of the late collection) they will be asked to meet with staff to find out the reasons, if there is anything Snap can do to help and agree to collect their child on time. If situation continues, Snap reserve the right to withdraw the place for that child.

What will happen if a child/young person is not collected at the end of the session?

- The P&YL/Senior will try and contact the parent on all known contact/emergency numbers
- If the parent/person collecting the child is delayed, 2 Staff will stay behind with the child.
- P&YL/Senior will contact the Operations Manager to discuss a strategy and any sanctions that might need to be applied (In exceptional circumstances this continuous lateness will be treated as a Safeguarding concern and the Safeguarding Children's Team will be contacted).
- If the parent fails to collect the child and no contact has been made within 1 hour of the agreed pick-up time, the team leader will contact the Safe Guarding Children's service on: 020 8303 7777 or after 6pm the Emergency Duty Team **Monday-Thursday 18:00-08:00, Friday-Monday 18:00-08:00 020 8303 7777**
- The P&YL/Senior contacts the designated Safeguarding Officer (Aline Macready) 07903 064527 to update action taken.

Policy agreed: May 18

Review: May 19