



LATE COLLECTION POLICY AND PROCEDURE

Policy title	Late Collection Policy
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Author	Karen Double
Agreed by	Board of trustees

Late Collection Policy

Aims

- To minimise the possibility of late collection.
- To establish clear procedures in the event that a child is not collected at the end of the session.

Minimising the possibility of late collection

The times of each session are clearly communicated to parents/carers in the LEAPS parent/carer handbook, in initial telephone calls and in confirmation emails

Parents/carers are made aware of the telephone number for the manager and deputy in the LEAPS parent/carer handbook.

Parents/carers are informed of the importance of contacting LEAPS as soon as possible if there are any changes to their collection arrangements or if they are going to be later than 10 minutes to collect

It is important that the relevant staff are informed that a parent has notified the session of late collection.

Procedure to be followed if an attendee is not collected

It is our aim that all attendees are collected on time at the end of the session. We understand that this is not always possible and therefore have this policy and procedure in place to safeguard the people in our care.

We request that parents/carers collect the attendee promptly at the end of the day/session to minimise any unnecessary distress to the attendee.

In the event of a delay:

- Parents are requested to contact the person in charge on 07761 397535 or 07502 775685 as soon as possible if they are aware that they are going to be delayed. They are also requested to make alternative arrangements with family or friends so that the attendee can be collected on time. Details of this late collection will be recorded and passed on to the relevant staff.
- If an alternative arrangement is made to collect the attendee, the parent must ensure that only persons who have their attendee's password should collect the attendee. We also require the colour of car and number plate of the person collecting
- Two members of staff will remain with the attendee at all times.
- At no point will the staff or attendee leave the premises.

- Staff will reassure the attendee and continue to provide activities for them if necessary.
- The person in charge will attempt to call the parent once they are 10 minutes late if we have not had any prior notification. Attempts will be made every 5 minutes after.
- If contact with the parent or emergency contact cannot be made within 30 minutes then we will need to contact social services.

In the event of no prior notice:

- Two members of staff will remain with the attendee at all times.
- At no point will the staff or attendee leave the premises.
- A member of staff will check with the manager to see whether a phone call or note has been received.
- A member of staff will check that the parent is not waiting at a different entrance.
- A member of staff will call the parent. Contact numbers are kept in a secured file and parent/s are asked regularly to update them.
- If no contact can be made with the parent/s, the emergency contact numbers will be tried in the order in which the parent has requested when filling out the registration documents.
- If a parent/carer is late on more than 2 occasions in collecting the attendee without prior notice their place at the Club will need to be reviewed.

Please note: We will charge £5 per 15-minute delay

LEAPS Suffolk has a duty to record persistent periods of lateness and report to Social Services, if necessary, as this is viewed as a safeguarding concern.