



LATE COLLECTION POLICY AND PROCEDURES

PRINCIPLES

This policy is for protection of children who have been left at the Playscheme over the agreed collection time or once the scheme has closed. The Playscheme has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal opening hours. Late collection causes additional overhead and cost for the Playscheme and potentially unnecessary distress to a child. Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff. We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care please call at the earliest opportunity and discuss with the CEO/ manager the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

PROCEDURE

All parents/carers will be given a five minute grace period on late collection of their child. If your child has still not been collected 5 minutes after the session has ended (3.15pm for normal collection and 5.00pm for late collection) then a £5.50 charge will be added for a late 3.15pm collection whereas a £10 charge will be added after 5.00pm and every half an hour past this. If you are late collecting your child, they will be cared for by the members of staff. Your child will be inside the Playscheme and reassured by the staff members. Any specific needs will be addressed. If your child(ren) remains uncollected 5 minutes over the set time: The manager and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence. If your child(ren) remains uncollected 5-10 minutes over the set time: The parents or carers will be contacted and late fees will be collected. If your child(ren) remains uncollected 20 minutes over the set time: The manager will contact the first emergency contact on your child's contact details and further fees may be charged (Set above).

If your child(ren) remains uncollected 30 minutes over the set time: The manager will call the second emergency contact on your child's contact card. Please note this will only happen if the manager was unable to contact the first emergency contact and the parent/carer has not contacted the Playscheme. Please note that late stay fees will be collected as set above. If we still have no contact the manager will contact the local authority's Duty Assessment Team for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the Playscheme. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

ESCALATION

Unreasonable and / or persistent lateness may regrettably result in the Playscheme terminating your booking. Please note that if the manager sees fit she/he may contact the local authority's Duty Assessment Team earlier than it states in the set procedures for advice if necessary.