

27: Late Collection of Children

Kidz Enterprise has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

It is the responsibility of all parents/carers to ensure that their child is collected at the agreed time by an authorised person over 16 years of age (parent, carer or designated adult), in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a child is not collected at the agreed time, staff will try to contact the parent/carers by telephone to find out why they are late. If unsuccessful, the emergency contact will be telephoned and asked to collect.
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the manager will be informed.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the manager will call the local social services department for advice after 8pm - ie 2 hours after club closes.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of Kidz Enterprise's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- The child will remain in the care of Kidz Enterprise until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- A diary is kept at Kidz Enterprise within Connect and action will be taken if a child is not collected and no prior arrangement has been made.
- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that a late collection fee of £10.00 per 15 minutes is charged, persistent late collections may result in the loss of their child's place at Kidz Enterprise.

Social Care Out of Hours contact no: 01344 786 543

Local Police Station (service desk): 0845 850 5505 or 101

Collection of child

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

Updated By: Derek Beesley (Director of Childcare) Date: 6th March 2016

Signature: *D. Beesley*

