

# Home Ed Hub

## UNCOLLECTED CHILD POLICY

If a child (aged under 12) is not collected, and the parent or guardian has *not* notified us that they will be delayed, we will follow the procedure set out below, applying reasonable age-related discretion:

### Up to 20 minutes late

- When the parent or guardian arrives they will be reminded that they must call ahead to notify us if they are delayed.
- The parent or guardian will be reminded that a late collection fee applies and is payable within 24 hours.

### Over 20 minutes late

- If a parent or guardian is more than 20 minutes late in collecting their child, the manager will try to contact them using the contact details on file. Messages will be left if necessary.
- The manager will then try to contact the alternative emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a least two members of staff.
- When the parent or guardian arrives they will be reminded that they must call the manager to notify us if they are delayed, and that penalty fees will have to be charged.

### Over 30 minutes late

- If the manager has been unable to contact the child's parents or emergency contacts after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two staff, on the premises if possible, until collected by the parent or emergency contact, or until placed in the care of the Social Care team.

If it is not possible for the child to remain at the venue, a text message will be sent to the child's parent and emergency contacts

with information of where the child has been taken (i.e into the care of a safeguarding agency) and leaving a contact number.

Once the child is in the care of the Social Care team, they will take responsibility for tracing the parent/s or guardians.

An invoice will be issued for the late collection fees incurred at a rate of £10 per child for every period of 20 minutes (or part thereof) that elapses after the appointed collection time until the child is collected, whether by the parent or emergency contact, or Social Care team.

### **Changes to Policy**

This policy is correct at the time of publication and is subject to change without prior notice.

This version is dated 9<sup>th</sup> May 2019.