



## Late Collection and Uncollected Children Policy

### Definition

Late collection – a child that is not collected on time, but is collected after the specified time of the session booked.

Uncollected Children – a child whose parent, carer or designated adult cannot be located by phone contact and where any other emergency contact details have been exhausted in order to try to ascertain the cause for the delay in collection

Half day morning session	7.45am to 1.00pm
Half day afternoon session	1.00pm to 6.00pm
School day session	7.45am to 3.15pm
Full day session	7.45am to 6.00pm

### Purpose

OSCARS has the highest regard for the safety of the children in our care, from the moment they arrive to the moment that they leave. At the end of every session, OSCARS will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Rules for Members, Section 7, Collection of children.

### Procedures

#### Late Collection

Incidents of late collection will be recorded by the Manager. A letter will be given/sent to the Parents/Carers at the earliest opportunity after the incident:

1st occurrence	reminder letter will be sent to parent/carers.
2 <sup>nd</sup> occurrence	reminder letter plus monetary fine of £10.
3 <sup>rd</sup> occurrence	reminder letter, monetary fine of £10 and referral to committee.

Committee will decide on any further penalty and this could include permanent exclusion of the child/children from OSCARS.

On occasions where occurrences are referred to committee, previous years late collections may be taken into consideration, should there be continued issues with late collections.

Please note that the penalties will be reset at the beginning of each school year.

All subsequent incidents in any academic year will result in another letter and the imposition of a fine - see current fees.

Parents and carers need to be aware that persistent late collection will be brought to the attention of the committee and may result in loss of their child's place at Oscars.

#### Uncollected Children

Every family is requested to complete a contact list, with a minimum of 2 general contact names, and as many "emergency contact" names as they like. This list is to be renewed annually at registration stage.

To avoid the situation where staff need to contact the Police or Social Services for uncollected children, parents and carers are encouraged to include as many "emergency contact" names as possible, these can include anyone you would be happy for your child to go home with, e.g. another parent.

If for some reason a child or children is not collected at the end of \* OSCARS day, 6pm, and no contact has been made by the adult due to collect to inform of any delay, the following procedures will be activated:

- If a child has not been collected by 6pm OSCARS staff will try to contact the adult who is due to collect that day.
- If no contact can be made by 6.15pm OSCARS staff will start trying to make contact with the general contact names.
- If no contact has been made by 6.45pm OSCARS staff will start contacting the 'emergency contact' names until someone is reached who can collect the child.
- Messages will always be left on any answer phone requesting a prompt reply.
- A written log will be kept detailing the phone calls and the outcomes e.g. message left, no answer etc.
- 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 necessary.
- The chairperson will be contacted and informed of the situation. [Vice chair if absent]
- Once the child has been collected by a named person from the parent/carers 'emergency contact' list the answer machine in OSCARS will be re-recorded saying "if you are calling with regards to an emergency call this number" and not suggest there is an uncollected child.
- The number given will be the Manager and/or Chairperson.
- A note will be attached to the gates of the school for anyone who then attempts to locate that child.
- Full details of an incident of non-collection will be brought to the attention of the committee.

\*For those children attending OSCARS during the holidays and are booked in to attend the "school day" option, 7.45am – 3.15pm, or the "morning" option, 7.45am – 1pm, the steps to make contact as per emergency contacts on file will be taken as soon as their booked session ends. It will not be left until the end of the day to start contacting the child's family/contacts. Subject to numbers the child can remain at OSCARS until 6pm however if this action puts our staff to children ratio at risk then the emergency contact may be asked to collect them before 6pm.

<b>Date first adopted by OSCARS management committee</b>	<b>01.03.05</b>
<b>Date of latest review</b>	<b>23.02.2015</b>
<b>Review signed on behalf of Oscars</b>	<b>C. Mumby</b>
<b>Position</b>	<b>Chairperson</b>