

PH Camps

Late Collection & Uncollected Children Policy

PH Camps endeavours to ensure that all children are collected by a parent or carer at the end of each session. It is the responsibility of all parents/carers collecting children to do so promptly by the end of the session. Failure to do so will expose the parent/carers to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling PH Camps to exclude the child from subsequent sessions. If a child is not collected, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives, if they have not already they will be reminded that they must call the Club to notify us if they are delayed.
- A late collection fee will be applied to the parent's booking at a rate of £2.50 for every 5 minutes they are late. If an additional session follows the child's booking then they shall be added to the following session, the cost of which will be payable in full (no late collection fee will apply).
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by the club's staff.
- A late collection fee will be applied to the parent's booking at a rate of £2.50 for every 5 minutes they are late. If an additional session follows the child's booking then they shall be added to the following session, the cost of which will be payable in full (no late collection fee will apply).
- When the parent or carer arrives, if they have not already they will be reminded that they must call the Club to notify us if they are delayed, and that a penalty fee will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will seek advice from the school and/or PH Sport's general managers. They may also contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (e.g. into the care of a safeguarding agency or waiting in a suitable area) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Parents and carers may, at the club's staff's discretion be given a first-time grace.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may not be able to book onto PH Camps clubs.

Useful contacts

	<p>MASH <i>Multi-Agency Safeguarding Hub</i></p>
Bristol	0117 903 6444
Dorset	<p>If the child lives in Dorset contact: Telephone: 01202 228866 Email: MASH@dorsetcouncil.gov.uk If the child lives in Bournemouth, Christchurch or Poole, contact: Telephone: 01202 735046 Email: MASH@bcpcouncil.gov.uk Out of Hours: Bournemouth, Christchurch & Poole: 01202 738256 Email: childrensOOHS@bcpcouncil.gov.uk Dorset: 01202 228866 Email: MASH@dorsetcouncil.gov.uk</p>
Hampshire	<p>Hampshire Children Services: 0300 555 1384 Southampton Children's Services: 023 8083 3336 Email: mash@southampton.gov.uk Out of Hours (5:00pm - 8:30am): 023 8023 3344 Portsmouth Children's Services Phone: 023 9268 8793 Email: pccraduty@portsmouthcc.gcsx.gov.uk Out of Hours (5:00pm - 8:30am): 0300 555 1373</p>
North Somerset	<p>01275 888 801 - Monday to Friday 8am - 6pm 01454 615 165 - Out of hours and at weekends</p>
Somerset	<p>Children's Social Care on 0300 123 2224 Email: childrens@somerset.gov.uk Emergency Duty Team (EDT) on 0300 123 23 27</p>
Wiltshire	<p>0300 456 0108 Out of Hours Emergency Duty Service (5.30pm to 9.00am): 0845 6070 888</p>

This policy was adopted by: PH Camps	Date: 14/04/2023
To be reviewed: 14/04/2024	Signed: <i>A. Morrissey</i>

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.74]*.