

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 Camps's DSL Nick Herbert. 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 the child cannot 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.

This policy was adopted by: PH Camps	Date: 18/02/2025
To be reviewed: 17/02/2026	Signed: Hayley Collins

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2023)*

Local Area Contact numbers

	LADO - Local Authority Designated Officer DOFA – Designated Officer for Allegations	MASH - Multi-Agency Safeguarding Hub
Bristol	Nicola Laird - 0117 9037795 nicola.laird@bristol.gov.uk childprotection@bristol.gov.uk	Children's Social Care, First Response 0117 9036444 Out of Hours Emergency Duty Team 01454 615165 First response referral form - bristol.gov.uk
Dorset	Bournemouth, Christchurch & Poole: John McLaughlin Tina.cooper@bcpcouncil.gov.uk 01202 453992 / LADO@bcpcouncil.gov.uk Laura Baldwin Stephanie.power@bcpcouncil.gov.uk Dorset Martha Sharp Martha.Sharp@dorsetcouncil.gov.uk 01305 228327 01305 221122 / LADO@dorsetcouncil.gov.uk	Children's Advice and Duty Service (ChAD) for professionals 01305 228558/ childrensadvicanddutysevice@dorsetcouncil.gov.uk

Hampshire	<p>Hampshire</p> <p>Barbara Piddington Barbara.piddington@hants.gov.uk 01962 876265</p> <p>Fiona Armfield Fiona.armfield@hants.gov.uk 01962 832037</p> <p>Mark Blackwell Mark.blackwell@hants.gov.uk 01962 847005 01962 876364 / child.protection@hants.gov.uk</p> <p>Southampton 023 8091 5535 / 07500 952 03 LADO@southampton.gov.uk</p> <p>Portsmouth (Hayley Cowmeadow) 023 9288 2500 / LADO@portsmouthcc.gov.uk</p>	<p>Hampshire Children Services 0300 555 1384</p> <p>Inter-agency referral to Children's Services - Section 1 - Hampshire County Council (hants.gov.uk)</p> <p>Southampton Children's Services 023 8083 3336 / mash@southampton.gov.uk Out of Hours (5:00pm – 8:30am): 023 8023 3344</p> <p>Portsmouth Children's Services 02392 688793 / pccraduty@portsmouthcc.gcsx.gov.uk Out of Hours (5:00pm – 8:30am): 0300 555 1373</p>
North Somerset	<p>Julie Bishop Julie.Bishop-HSS@n-somerset.gov.uk</p> <p>01275 888211 / lado@n-somerset.gov.uk 07795 092692</p>	<p>01275 888 808 - Monday to Friday 8am - 6pm 01454 615 165 - Out of hours and at weekends</p>
Somerset	<p>Anthony Goble agoble@somerset.gov.uk somersetlado@somerset.gov.uk 01823 359029</p>	<p>Children's Social Care on 0300 123 2224 Email: childrens@somerset.gov.uk</p>

		Emergency Duty Team (EDT) on 0300 123 23 27
Wiltshire	<p>Anton Hammond</p> <p>Anton.hammond@wiltshire.gov.uk</p> <p>01225 718825</p> <p>Carolyn Cook</p> <p>Carolyn.Cook@wiltshire.gov.uk</p> <p>01225 718825</p> <p>dofaservice@wiltshire.gov.uk</p>	<p>Integrated Front Door Service (IFDS) MASH Early Support Hub (ESH)</p> <p>0300 456 0108</p> <p>E-mail: mash@wiltshire.gov.uk</p> <p>Out of Hours Emergency Duty Service (Mon-Thurs 5pm to midnight, Fri 4pm-midnight)</p> <p>0300 456 0100</p>

Other important contact numbers

Police: 101 (non-emergency) or 999 (emergency)

Prevent/Anti-terrorist hotline: 020 7340 7264 / 0800 789321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231