



Uncollected Child Policy

Principles

This policy is for protection of children who have been left at *Flying Fish studio* over the agreed collection time.

Flying Fish studio has a duty of care to the children and parents/carers to help ensure that collection of children is made at the agreed time. Late collection causes additional overhead and cost for *Flying Fish studio* and potentially unnecessary distress to a child.

If you are delayed, for whatever reason, please contact me at the earliest opportunity, on 07453331418, letting me know when you expect to arrive. I will normally be able to accommodate for the additional care, however if I am unable to, I may have to make alternative arrangements with you for the child's collection (for instance, someone that you have listed as an emergency contact may be able to pick your child up). I will reassure your child that you are on your way. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

Children remaining in the care of *Flying Fish studio* after the agreed collection time or after normal opening hours must be supervised by Hannah Lord, **unless agreed otherwise by the parent/carer.**

Children will be allowed to leave unaccompanied after the session if there is permission provided by the parent/carer in writing, most commonly via the booking form. The parent/carer who completes the booking form can list up to 4 people (including themselves) who are able to collect their child from *Flying Fish studio*, without having to contact Hannah Lord first. If the parent/carer wishes for their child to be collected by someone else, they must notify *Flying Fish studio*, preferably via text, as soon as possible. If not, then an email or phone call is sufficient.

If the parent/carer wishes for their child to be collected by someone else, they must:

1. Contact Hannah Lord to pass on the **name** of the person collecting
2. If the person collecting the child is not already known to Hannah Lord, the parent/carer may also choose to provide Hannah Lord with a **full physical description of the person**. This will then be checked upon arrival, before the child is released into their care.

Hannah Lord will not release children to any other person without first speaking to the authorised parents/carers. If someone (for instance a parent/relative/friend of the family) arrives to collect the child, but Hannah Lord has not been informed of this, she will contact the child's legal guardian in order to agree what is to be done. If the child's legal guardian is not contactable, Hannah Lord must go on to follow through on the 'Uncollected Child Procedure'.

Uncollected Child Procedure

All parents/carers will be given a ten-minute grace period on late collection of their child. If their child has still not been collected 10 minutes after the session has ended, then a £10.00 charge will be levied and for every ten minutes thereafter.

Over 10 minutes late: The parents or carers will be contacted; late stay fees will be collected of £10.

Over 20 minutes late: Hannah Lord will try to contact the child's emergency contacts (listed on the child's registration form). Please note this will not happen if Hannah Lord has been successful in contacting the parent/carer due to collect the child. Late stay fees of £20 are applicable.

Over 30 minutes late: If Hannah Lord has been unable to contact the child's parents/carers or emergency contacts after 30 minutes, the local Social Care team (0114 203 7463) will be contacted for advice. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

If possible, late fees should be paid on collection, either in cash or cheque. If this is not possible, fees must be paid by the following session. It may be that an invoice is sent to the parent/carer with applicable charges. Fees can then be transferred via BACS.

If the person responsible for collecting the child from *Flying Fish studio* is persistently late and/or is unreasonably late, I may decide to contact the parent/carer to discuss this issue. In the unlikely situation that the situation remains unresolved, *Flying Fish studio* has the sole discretion to terminate their booking and consequently refuse to allow the child to continue at the afterschool workshop. Parents/ carers would be informed of the termination and no refunds would be issued in this case.

Please note that if Hannah Lord sees fit she may contact the local Social Care team earlier than it states in the set procedures for advice if necessary. It is the duty of the social worker to then decide what happens next. For instance, the duty social worker can arrange for the child to be placed temporarily with foster parents until the situation is resolved.

I am committed to reviewing our policy and good practice annually.

Signed: 