



Late Collection Policy and Procedure

Policy Statement:

This policy is for protection of children and young people who have not been collected from any of Shine's activities held at the Alpha Centre over the agreed collection time or once the provision has closed. Shine (East Norfolk) has a duty of care to the children, young people and parents to ensure that collection of every young person is made at the agreed time or within normal opening hours.

Late collection causes additional cost for the organisation and potentially unnecessary distress to a child or young person. Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent/carer control affecting the prompt collection of your child or young person. However, if you know you are going to be late collecting the child or young person in our care, please call the office at the earliest opportunity and discuss with the manager/deputy manager the arrangements for the collection. Please note that a late collection will be chargeable, unless agreed otherwise.

All parents/carers will be given a five-minute grace period on late collection of their child. If your child remains uncollected 5 minutes after the set time, there will be a late collection charge of £5 for every 15 minutes or part thereof. An invoice will be raised for this and is due within 7 days of the invoice date.

Procedure

- Your child will remain inside the building and cared for/comforted by 2 staff members
- A senior member of staff will telephone the parent/carer to determine when they are likely to collect their child
- In the event the senior member of staff is unable to contact the parent/carer, a telephone call will be made to the named emergency contact on the registration form to either determine the whereabouts of the parent/carer and/or agree the collection of the child
- Two members of staff will always remain with the uncollected child, one of which will always be a senior member of staff
- In the event the senior member of staff is unable to contact the parent/carer or the named emergency contacts, they will seek advice and their next course of action from Norfolk County Council Childrens Advice and Duty Service (CADS) after 30 minutes has lapsed since the end of the activity. This will only happen if none of the child's emergency numbers have contacted the provision
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them
- A full written report of the incident will be recorded and kept in the child's file
'Shine is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment'



Escalation

Following any late collection more than 30 minutes where no notification was given

Ofsted will be informed for nursery children
Norfolk County Council Short Breaks Team if it is a child or young person attends short breaks activities.

Shine (East Norfolk) reserves the right to terminate any agreement with immediate effect if parents/carers are consistently and persistently late.

Policy Review:

This policy will be reviewed every three years to ensure its relevance and effectiveness.

Date policy agreed: September 2023

Review Period: 3 years

Policy Reviewed: 8th September 2026

Reviewed by: Rhiannon Jones/Centre Manager

Next Review: September 2029

‘Shine is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment’