



# School Wrap

## Uncollected Children Policy

School Wrap endeavour to ensure that all children are collected by a parent and/or carer at the end of each session.

\*Parents are asked to collect their children upon, or before, 17.00 / 18:00 (depending on when their session ends).

If a parent or carer knows that they will be late, they are asked to notify a member of staff at the earliest available time. We understand that sometimes there are special circumstances, therefore, staff members can be flexible to assist parents if something unexpected arises.

However, if a child is not collected, and the parent and/or carer has **not** notified School Wrap that they will be delayed, School Wrap staff will follow the procedure set out below:

### Up to 10 minutes late

- Parent and/or carer to telephone School Wrap Office: 01327 842109 or School Wrap Mobile: 07507 808781 to explain why they are going to be delayed and by approximately how long they are going to be delayed.
- If no call is received, contact will be attempted by the Deputy Manager to identify who is collecting the child and their whereabouts.
- A late collection fee of £5.00 will be charged for every five minutes late. This charge will be applied at the Managing Director's discretion.

### Over 10 minutes late

- If a parent and/or carer is more than 10 minutes late in collecting their child, the Deputy Manager will continue to try to contact them using the contact details held on their Family Wrap Record
- If there is no response from the parent and/or carer, messages will be left requesting that they contact the Setting immediately.
- While waiting to be collected, the child will be supervised at all times by a member of School Wrap staff.
- When the parent and/or carer arrives, they will be reminded that they must call the Setting on the mobile number provided to notify the Manager if they are delayed, and that the Managing Director has been informed and additional penalty fees will be charged in line with School Wrap Terms and Conditions (except in exceptional circumstances).

### Over 30 minutes late

- The Deputy Manager will go through the Collection Consent Form located in Setting to attempt for collection by any authorised carer of the child listed.
- The Managing Director will be notified to ensure staff and child welfare.
- If contact has been successful and collection of child has been achieved using the Collection Consent Form, and password held on record, messages will be left for the Primary and Secondary carer to notify them of this.

### Over 60 minutes late

- If the Deputy Manager has been unable to contact the child's parents and/or carers or anyone on the authorised Collection Form then they will contact the Managing Director and the local Multi Agency Safeguarding Hub for advice (The MASH).
- The child will remain in the care of School Wrap staff, on School Wrap premises, until collected by the parent and/or carer or agreed emergency contact, or, until placed in the care of the Multi Agency Safeguarding Hub.

### **Managing persistent lateness**

The Deputy Manager will record incidents of late collection and pass them on to the Managing Director who will then discuss the matter with the child's parents and/or carers. Parents are reminded that late collection fees are applied in line with School Wrap Terms and Conditions and that persistent late collection will jeopardise the child's continued attendance at School Wrap.

This policy was adopted by School Wrap Ltd.	Date: October 2019
To be reviewed: September 2020	Signed: Tracy Burn : Managing Director

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017) Safeguarding and Welfare Requirements: Information for parents and carers [3.73]*.