

STEP ZONE COLLECTION POLICY

AUTUMN 2016

Introduction

STEP Zone will ensure that all children are collected by a parent or carer at the end of each session.

Parent/carer will be required, at registration, to provide the setting with information of persons permitted to collect their child.

Please note anyone under the age of 16 will not be permitted to collect a child from the club without prior written consent.

Parent/carer should always inform the setting when someone other than themselves will be collecting their child. Should the parent/carer omit to inform the setting, their child will not be released until the parent/carer can be contacted and confirm this information.

We will only release children to persons named by parent/carer on their registration form or as instructed by parent/carer in the case of emergency or change.

In addition to this policy, any person arriving to collect a child who appears to be under the influence of alcohol or drugs will not be allowed to take the child from the setting until the main carer will be informed.

Any person's arriving to collect child/ren that are not known to the staff, will not be allowed to take the child until their identity has been verified by the parent/carer. Checks will be made - passwords etc. used. Please do not take offence or be embarrassed if questions are asked and phone calls are made. The club takes every precaution when your children are concerned.

If a child is not collected at the end of a session, and the parent or carer has *not* notified us that they will be delayed, we will use the following procedures:

Up to 10 minutes late

When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed. The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 10 minutes late

If a parent or carer is more than 10 minutes late in collecting their child, the manager will try to contact them using the contact details on file. If the STEP Zone manager is not on site then they should be contacted and informed of the situation.

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 remain with 2 members of staff. When the parent or carer arrives they will be reminded that they must call the Club to notify staff if they are going to be delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 20 minutes late

If the manager has been unable to contact the child's parents or carers after 20 minutes, the manager will contact the Local Authority Child Protection & Child in Need referrals team (020 8461 7373/7379/7404/7309 or Out of Hours – Emergency Duty Team 020 8464 4848) 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 Child Protection & Child in Need referrals 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) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

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 lose their place at the Club.

Parents/carers should collect children promptly at the end of the session. Children can become upset if they are left behind when everyone else has gone home. The Academy's insurance may also be invalidated if children are present after the official end of a session or are playing in the playground, even if with a parent. Late collection will result in fines of £5.00 for the first 5 minutes up to 7.05pm and then £1 for every minute thereafter. Persistent late collection will constitute a serious breach of contract and may lead to the withdrawal of the club place.

When parents/carers do not arrive on time without notification:

- Staff will note the late collection of children
- If you are consistently late collecting your child, the Manager will approach you to discuss the problem