



**'Little Apples'
Afterschool Club**

Non-Collection Policy

All parents agree an approximate arrival time at the club and are informed of procedures on what to do if they expect to be late. Due to the club renting the rooms the time they have to be out of the premises is non-negotiable. This includes:

- Calling the club as soon as possible to advise of their situation
- Asking a designated person to collect their child wherever possible
- Informing the club of this person's identity so they can talk to the child if appropriate.
- If the designated person is not known to the staff the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's password in order for the club to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the club by the time stated on the T&Cs the following procedure will be initiated by staff:

- Inform the leader if a child has not been collected
- The leader will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The staff member on duty in charge and one other member of staff must stay behind with the child.
- If the parents still have not collected the child, the Leader will telephone all contact numbers available every minute until contact is made. These calls need to be logged on a full incident record

- In the event of no contact being made after 15 minutes has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation and take instruction from them.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late collection fee will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	0116 3050005
Ofsted	03001231231

Internal use only

This policy was adopted on	
Signed on behalf of the nursery	
Date disseminated to staff	
Date for review	