



If a child is not collected at the designated pick up time at the end of the day's activities and the Site Leader **has not** been notified, the following procedure below must be followed.

1. At least two members of staff must wait with the child. The Site Leader or Deputy Leader must call the parent on the contact numbers and/or any other emergency numbers on the medical sheet.
2. If, after 15 minutes the parent cannot be contacted, the Site Leader must notify the PDO.
3. If, after 45 minutes the parent cannot be contacted, the Play Development Officer¹ must go to the site.
4. If, after an hour no-one collects the child, the Site Leader has not been contacted by the parent, the premises are closing and/or staff are no longer available to care for the child, then Surrey Police must be contacted on 101 by the PDO or Site Leader.
5. The Police will then advise the Site Leader of when they will collect the child and where the child will be taken.

The Site Leader will record a full written report of the incident. Within office hours the PDO will inform Ofsted on 0300 123 1231 and Surrey Safeguarding Children's Board on 0300 123 1610 and send both authorities a copy of the incident form.

Charges for late collection

In the event of a parent or agreed adult not arriving to pick up the child at the designated time and not ringing to advise the Site Leader of an emergency the following charges will apply.

1. On the first occasion of a parent or agreed adult collecting their child 15 minutes late or more, the Site Leader will give the adult a verbal reminder and warn them that they will be charged staffing costs if they are late to collect their child again.
2. On the second occasion, a staffing cost of £15.00 per child will be levied as a fee 15 minutes beyond designated pick up time.
3. The staffing cost fee will increase to £30.00 per child when 30 minutes beyond designated pick up time is reached.
4. A flat staffing cost fee of £45.00 per child will be payable when 45 minutes or more is reached beyond the designated pick up time. The parent or agreed adult will be advised that the place allocated will be reviewed by the PDO and could be withdrawn.

¹ PDO refers to the Play Development Officer

5. The parent or agreed adult must pay any charges before the child is allowed back onto the site.

In the event that the Site Leader **is notified** that the child will be collected late the following procedure below must be followed.

1. The Site Leader will remind the parent of the collection times. If this occurs more than once in any holiday scheme the parent will be charged £5 per child, per 15 minutes after the pick-up time to cover staffing costs.
2. If any child is collected over 15 minutes late more than twice during the holiday scheme, the PDO will speak to the parent or agreed adult and will review the child's place on the scheme.