

Uncollected Child Policy



HOPS endeavour to ensure that all children are collected by a parent or carer at the end of each session or from designated transport collection point. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 5 minutes late at a transport stop

- If a parent or carer is more than 5 minutes late in collecting their child, the Team Leader will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact HOPS immediately. The Team Leader will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by members of staff on the transport.
- After waiting for 5 minutes at any transport drop off points, the child will remain on the transport and be taken to the end of that route to be collected.

Up to 15 minutes late (either from transport or setting collection)

- When the parent or carer arrives they will be reminded that they must call HOPS 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 15 minutes late (either from transport or setting collection)

- If a parent or carer is more than 15 minutes late in collecting their child, the Team Leader will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact HOPS immediately. The Team Leader will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call HOPS to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late (either from transport or setting collection)

- If the Team Leader has been unable to contact the child's parents or carers after 30 minutes, the Team Leader will contact the local Social Care team for advice.
- The child will remain in the care of two of HOPS staff, on HOPS premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at HOPS premises, a note will be left on the door of HOPS or if the child has travelled on HOPS transport a message (voice mail) will be left on all contact phones informing the child's parent or carer where the child has been taken (eg to the home of a staff member or 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 Team Leader 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 HOPS.

Useful contacts

Social Care: Customer First/Emergency Duty Service: 0808 800 4005 (Suffolk)

Social Care: adult and children's social services 0344 800 8020 (Norfolk)

This policy was adopted by: HOPS	Date January 2018
To be reviewed annually	Signed: 