



Western Downland CE VA Primary School

Wraparound care - After school club - Late Pick Ups

Our school has the highest regard for the safety of the children in our care, from the moment they arrive to the moment they leave.

At the end of every session, staff will ensure that all children are collected by a parent, carer or designated adult.

If for any reason a child is not collected at the end of a session, the following procedures will be followed:

- If a parent, carer or designated adult is more than fifteen minutes late in collecting their child, the staff will phone the parent, carer or designated adult, and use emergency contact details in order to ascertain the cause for the delay, and how long it is likely to last.
- Messages will be left on any answerphone requesting a prompt reply, and other contact numbers will be phoned in the intervening period.
- Whilst waiting to be collected, the child will continue to be supervised by staff who will offer support and reassurance.
- If, after repeated attempts, no contact can be made with the parent, carer or designated adult, and a further period of forty five minutes has elapsed, the staff will call the local Social Services department for advice.
- In the event of the Social Services being called, and where responsibility for the child has been passed to social services, the staff will leave a further telephone message with the parent, carer or designated adult's answerphone.
- A note will also be left on the door of the school's premises, informing the parent, carer or designated adult what has happened, reassuring them of their child's safety and instructing them to contact the local Social Services Department.
- Under no circumstances will a child be taken to the home of a member of staff. Children will not be removed from the Club's premises, except as a last resort.
- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or alternatively, as a final option, in the care of Social Services.
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Incidents of late collection will be recorded by the staff and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at the Club.

Parents who are late collecting their child/ren will incur a penalty charge of £1.00 per child for every minute they are late after the official closing time of 5.30pm.

Out of hours contact telephone number for Children's Services phone 0300 555

1373

Please note - in an emergency call 999