

## Uncollected child and lateness

Lateness causes distress to the children and causes inconvenience to staff.

### Failure to Collect a Child

It is a statutory requirement for us to contact the Children's Social Care (CSC) if a child who is not attending our settings on an open access basis is not collected at the appropriate time.

If a child who is not attending our settings on an open access basis is not collected we will make every effort to contact parents/carers first then will use the emergency contact numbers in the child's registration form.

If we are still not able to contact anyone to collect the child within one hour then CSC will be notified of a non-collection and the matter will be handed over to their care.

In the event that a parent is unable to collect their child, alternative arrangements must be made by the parent.

We must be informed by parents/carers if someone else is collecting the child. We will not let other people take children out of the setting without prior written or verbal consent from the child's own registered parent/carer. If we are in any doubt, we will contact the parent/carer.

A record of the incident will be kept on the child's file. Exceptional circumstances will be taken into account. We are required to inform OFSTED if a child is not collected giving an account of incident and any action taken.

### Lateness

The services run by IPA are carefully planned and staff need to debrief, clean up and leave in good time at the end of the session. Children must be picked up by closing time, at the latest, or a financial penalty will apply.

**If parent/carer calls 20 minutes before closing they may be granted 10 minutes leeway after closing (or session's end). If the parent/carer then arrives more than 10 minutes late, they will be issued with an on the spot fine of £1.00 per minute**

**If the setting is not contacted by parent/carer and they arrive after closing time (or session's end), the parent/carer will be issued with an on the spot fine of £1.00 per minute**

**In the event of continual lateness the setting will set up a meeting with the parent/carer.**

Please note that the above is not an extension and should not be seen as an opportunity to be continually late.

**PLEASE ALSO NOTE THAT THE FINANCIAL PENALTY SYSTEM WILL BE IMPOSED AT ALL TIMES. FOR EXAMPLE IF YOU ARE DUE TO PICK UP AT 12 NOON OR 3.30PM AND ARE LATE YOU WILL BE CHARGED ACCORDINGLY PER MINUTE.**

### Key Contact Information

#### **Islington Children's Social Care**

**Referral and Advice Team**, 222 Upper Street, N1 1XR

Telephone: **020 7527 7400** (Switchboard: 020 7527 7000)

**Emergency Out of Hours Duty Social Worker: 020 7226 0992**

Duty Child Co-ordinator: 020 7527 8102 (for advice on referral)

#### **Also Inform:**

**Ofsted:** 0300 123 1231

**Islington Play and Youth Service – Designated Safeguarding Officer** for playgrounds or

**Islington Early Years Service – Early Years Designated Safeguarding Officer** for the Children's Centre