



Late Collection & Uncollected Children Policy

Little Imaginations endeavours to ensure that all children are collected **promptly at the end of their booked session**.

If a child is not collected on time, staff must remain with the child, which affects staffing ratios and operational costs. For this reason, **late collection charges may apply**.

Parents must contact the **camp manager as soon as possible** if they know they will be delayed.

Late Collection Charges

Up to 15 minutes late

- No charge on the first occasion.
- If lateness occurs **more than twice in one week**, a **£15 late collection charge** will apply from the point of lateness.

15–45 minutes late

- A charge of **£1.50 per minute** will be applied.

Over 45 minutes late

- **A fixed penalty charge of £60** will be applied to cover additional staffing costs.

Charges may be waived in **exceptional or unavoidable circumstances** at the manager's discretion.

Internal Procedures for Uncollected Children

If a child is not collected and the setting has not been informed of a delay, staff will follow the procedures below.

Up to 15 minutes late

- The parent or carer will be reminded that they must **contact the manager if running late**.
- The parent or carer will be informed if **late fees apply**.

Over 15 minutes late

- The manager will attempt to **contact the parent or carer** using the contact details provided.
- The child will remain **supervised by staff at the camp premises**.

Over 30 minutes late

- If contact cannot be made with the parent or carer after 30 minutes, the manager will contact the **organiser or safeguarding lead** for advice.
- The child will remain in the care of staff until collected.

Over 60 minutes late

- If the parent or carer still cannot be contacted, the manager may contact the **local Social Care team for advice and support**.

If it becomes necessary to move the child from the premises for safety reasons, a **note will be left on the camp door and a message left with the parent or carer** explaining where the child has been taken and how to make contact.

Persistent Late Collection

The manager will keep a record of all late collections.

Where lateness becomes **persistent**, the manager will discuss this with the parent or carer and may review the child's place at camp if the issue continues.

Safeguarding Contacts

Emergency Services: **999**

Haringey Multi-Agency Safeguarding Hub (MASH)

020 8489 4470

Emergency Out of Hours Duty Team

020 8489 0000

Child Protection Advisors

020 8489 2126