

Late Collection and Non-Collection of Children and Young People Policy and Procedure

The GGCA expect all parents/carers to collect their child at the end of the relevant provision or make arrangements for their collect. We give parents/carers information about the procedures to follow if they expect to be late. These include:

- Calling the setting as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing us of this person's identity so we can talk to the child / young person if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the staff the parent must provide a detailed description of this person, including their date of birth where known. The parent must provide staff with a safety password and ensure the person collecting the child is able to provide staff with the same password so staff can safely hand the child over. This is the responsibility of the parent.

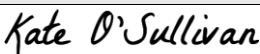
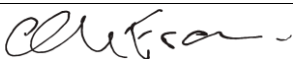
If a child has not been collected at the end of the session and no later than 15 minutes from when the session ends, we will initiate the following procedure:

- The Children and Young People's Development Officer and/or a Senior Staff Member will be informed that a child has not been collected
- The Children and Young People's Development Officer and/or a Senior Staff Member will check for any information from the parents as to why they have not collected their child. If there is no information recorded, they will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails they will try the emergency contacts shown on the child's records
- The Children and Young People's Development Officer and/or a Senior Staff Member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). If the parents have still not collected the child, the Children and Young People's Development Officer and/or a Senior Staff Member will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team
- We will also inform CIW as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child or young person
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.

Contact numbers:

Name	Contact No
Cwm Taf Safeguarding Children Board:	01443 425 006
Local Authority Out of Hours Emergency Duty Team	01443 7430665
CIW	0300 790 0126

This policy was adopted on 14.10.2025 and will be reviewed on or before 14.10.2026

Name and Position	Signed	Date
Kate O'Sullivan Community Association Manager		14.10.2025
Olive Frances Vice Chair of Trustees		14.10.2025