

**LATE COLLECTION AND NON- COLLECTION**

At Chafford Tutoring Hub, we expect all parents to adhere to the set collection time for their child. In the event of the parent/guardian not being able to collect their child, we have a procedure to which parents/guardians are to follow.

. Agreeing in advance of a safety password with the centre to be used by anyone collecting a child (designated adult)

. Calling the centre as soon as possible to advise of their situation.

. We will also only allow a person to collect a child if they are aged 16 or over.

If the child has not been collected from the centre after a reasonable amount of time (15 minutes allowed for lateness)

. The centre manager will be informed, who will try contacting the child’s parents/guardian. If this fails, the manager will try the emergency contacts shown on the child’s record.

. In the event of no contact being made after an hour has lapsed, the person in charge will ring the local authority children’s social services emergency duty team.

. Ofsted will be informed as soon as convenient.

. Two members of staff will remain with the child in the centre until suitable arrangements have been made.

. The child’s welfare and needs will be met to minimise any form of distress

. In order to provide this additional care, a late fee of £1 per minute will be charged to parents/guardian. This will go towards paying for any operational costs that caring for the child outside our normal session/working hours may incur.

Useful Contact Numbers

Social Services Emergency Duty Team 01375 652802

Ofsted 0300 123 1231