

LATE COLLECTION OF CHILDREN: POLICY

1. INTRODUCTION

- 1.1. Early Years and Out of School children must be collected by 6.30 p.m. except for Robins where children must be collected at 12.30 p.m., 4 p.m. or 4.30 p.m., depending on our agreement with the carer.
- 1.2. For the avoidance of doubt, the children must have left the building by the relevant time above, otherwise the Late Collection protocol, explained below, will be followed.
- 1.3. It is appreciated that there may be occasions when carers cannot help being late, such as transport delays or adverse weather conditions, in which case, the carer (or someone collecting their child on their behalf) should complete a Late Slip.
- 1.4. If a Late Slip is not completed by the carer (or the person acting on their behalf), a member of staff will complete it and a second staff member will sign it.
- 1.5. A record will be kept of all late collections.

2. PENALTIES FOR LATE COLLECTIONS

- 2.1. A "late fine" is charged when a child is collected after the relevant time above. The fine starts at £5 and increases by multiples of £5 to a maximum of £20 for the fourth time. Any fine must be paid within five working days.
- 2.2. If a carer is late collecting more than four times in a rolling three-year period, we will give four weeks' notice of the permanent withdrawal of our service.

3. APPEALING AGAINST THE PERMANENT WITHDRAWAL OF A CHILD'S PLACE

- 3.1. The carer may appeal to the Family Support Panel against the withdrawal of our service. There are up to two stages for appeals.

First stage appeal

- 3.2. This appeal must be made within five working days of the withdrawal notice, in writing, to the Child Care Director, who will consider the appeal with another senior member of staff.
- 3.3. The appeal should contain all the information this panel will need to make a decision, e.g. evidence that the late collections were beyond the carer's control, details of any action they took to prevent the late collections and what actions have taken or propose to take in order to prevent any further late collections.
- 3.4. The Panel will take into account their opinions on the following points:
 - 3.4.1. Could the late collections have been prevented?
 - 3.4.2. Are the carer's plans to prevent any further late collections feasible?
 - 3.4.3. How many times have there been late collections over the past three years?
 - 3.4.4. Has the carer previously had an appeal upheld?

3.4.5. Any other issues

- 3.5. The carer will be notified of the outcome of their appeal within five working days of receipt of the appeal.
- 3.6. If the Panel upholds the appeal, the withdrawal of the place would be rescinded, and a £25 charge applied to the carer's account. Any subsequent late collection would automatically result in the withdrawal of our service. If the appeal is turned down, the Panel would confirm the child's last attendance date.

Final stage appeal

- 3.7. If the appeal is rejected, the carer may ask the Chief Executive to review the decision.
- 3.8. This request must be in writing and received within five working days of the written notice that the appeal to the Panel has been turned down. The request should include any information, including any mitigating circumstances not previously provided and any evidence that the proper process was not followed.
- 3.9. The original notice period will automatically be increased by 10 working days to allow time for this appeal to be held.
- 3.10. The decision reached by the Chief Executive is final and the carer will be notified of the outcome of the final stage appeal within five working days of receipt of the appeal.
- 3.11. If the Chief Executive upholds this final stage appeal, the withdrawal of the place would be rescinded, and a £25 charge applied to the carer's account. Any subsequent late collection would automatically result in the withdrawal of our service. If the appeal is turned down, the Chief Executive would confirm the child's last attendance date.

4. FEE PAYMENTS DURING THE APPEAL AND REVIEW PROCESS

- 4.1. Fee payments must continue to be made following the withdrawal of a place and/or pending any Appeal.
- 4.2. Any arrears during this period may lead to the immediate withdrawal of a child's place.