UNCOLLECTED CHILDREN POLICY

Havering Islamic Cultural Centre endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up To 15 Minutes Late

- When the parent/carer arrives they will be reminded that they must call HICC to notify us if they are delayed.
- The parent/carer will be informed that penalty fees may aply (unless the delay was genuinely unavoidable).

Over 15 Minutes Late

- If a parent/carer is more than 15 minutes late in collecting their child, the staff will try to contact them using the contact details on file.
- If there is no response from the parent/carer, messages will be left requesting that they contact HICC immediately. The staff will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent/carer arrives they will be reminded that they must call HICC to notify us if they are delayed, and that penalty fees may be charged (except in exceptional circumstances).

Over 30 Minutes Late

- If the staff have been unable to contact the child's parents/carers after 30 minutes, the staff will contact the local Social Care team for advice.
- The child will remain in the care of HICC staff, on the HICC premises if possible, until collected by the parent/carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the HICC premises, a note will be left on the door of the HICC informing the child's parent or carer where the child has been taken (eg. into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent/carer's telephone explaining events.

Managing Persistent Lateness

The staff will record incidents of late collection and will discuss them with the child's parents/carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at HICC.

Useful Contacts

Social Care out of hours:
01708 433 999