



LATE / NON COLLECTION POLICY

Whilst we are committed to supporting our families with flexible out of school childcare, persistent or extreme lateness will follow the following policy to protect staff and children.

Our Policy Guidelines

Parents are expected to collect their child/children promptly at the end of the wraparound day at 6pm.

If and where a continued pattern of lateness occurs, the setting manager will speak with family to reinforce our agreements around finish times and to explore ways to ensure prompt collection is manageable.

Late collection from 360 may incur a charge of £5. This charge may be waived at the discretion of the Manager whereby a 'reasonable' explanation for the lateness is given.

Emergency Contacts

Parents are now (Oct 2025) asked to provide the details of a third 'emergency contact' who could be available in the event of non-collection or any emergency situation should it not be possible to contact parents/guardians.

This information is stored on the pebble system used for registration and booking. This is a new safeguarding requirement (Oct 2025) and so If this information was not completed on joining the setting details can be forwarded to setting email or safe@360v.online .

Change in circumstances

Parents should contact the setting on 07359657104 if they find themselves unable to collect their child at the pick up time or if they have arranged for someone else to collect their child. This phone number is staffed from 7.40am to 6.15pm during term time. A voicemail system is also available on this number.

Staff will not release a child into the care of an adult who is not a family member or named emergency contact without the consent of their parents. If staff are unfamiliar with a person collecting a child (including emergency contacts), they may arrange with the parent/guardian for a codeword system or for ID to be required.

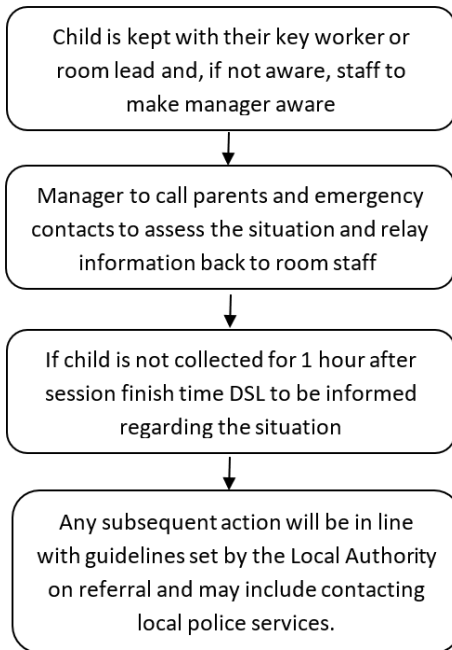
Non Collection

Should a child of any age not be collected at the correct/expected time and there has been no communication to let the setting know that they will be collected late, we will follow the procedure on the following page.

Late/ Non Collection Policy



Parent Guardian has not arrived.



At all times, 360 will promise to make:

1. Every possible effort to contact parents/guardians of the child.
2. The child is reassured and kept safe at all times whilst under the care of our staff.
3. A detailed record of the incident is recorded for DSL and filed appropriately including if any, subsequent action taken.

Reviewed by Jemma Davis DSL

Approved September 2025

Amended December 2025

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