

SNAAP Late or Non-Collection of Children Policy

Purpose

This policy sets out the procedures to be followed when a child is not collected at the agreed time from a SNAAP activity. The aim is to ensure that every child remains safe, cared for, and reassured until they are collected by an authorised adult or, if necessary, the appropriate authorities.

SNAAP recognises that while delays are sometimes unavoidable, we have a duty of care to ensure children are supervised safely at all times and are not left in potentially unsafe situations.

Policy Statement

If a child is not collected by an authorised adult at the end of a session, SNAAP staff will take all reasonable steps to contact the parent/carer or designated emergency contacts. At no time will a child be released to an unauthorised person or left unattended. If a child remains uncollected and no contact can be made, the local authority Children's Social Services will be informed.

All parents/carers are made aware of this policy when their child joins SNAAP.

Procedures

Collection Information

When registering with SNAAP, parents/carers must provide:

- The child's full name, address, and date of birth.
- The parent/carer's contact details (home, mobile, and work numbers).
- The names and telephone numbers of at least two emergency contacts authorised to collect the child if the parent/carer is unavailable.
- Details of any specific arrangements (e.g., shared care, collection passwords, or authorised nominees).

Parents/carers must inform SNAAP immediately if:

- There are any changes to contact details or authorised adults.
 - They anticipate being late for collection.
-

If a Child is Not Collected on Time

If a child is not collected at the expected time:

1. **Check records** for any messages or changes to collection arrangements.
2. **Attempt to contact** the parent/carer using all available numbers.

3. If unsuccessful, contact the emergency contacts listed on the child's care plan.
 4. The child will remain in the care of two members of staff at all times.
 5. Staff will reassure and supervise the child in a calm, safe, and supportive manner.
 6. Under no circumstances will staff:
 - Take the child home with them.
 - Leave the child alone.
 - Release the child to an unauthorised person.
-

If No One Can Be Contacted

- If no contact has been made within 30 minutes, and no one arrives to collect the child, SNAAP will contact the Kent County Council Children's Social Services for advice and assistance.
 - A social worker and/or police officer may be asked to collect the child if necessary.
 - Staff will continue to care for the child until they are safely collected by an authorised person or by Social Services.
-

Recording and Reporting

- A written record of the incident will be made, including:
 - The date and time of the incident.
 - Names of staff present.
 - Details of all contact attempts made.
 - The time and method of collection.
 - The incident will be reported to the Designated Safeguarding Lead and logged as part of SNAAP's safeguarding records.
 - Depending on circumstances, a charge may be applied to cover additional staff hours incurred.
-

Communication with Parents

At registration of a short break service, parents/carers are:

- Given clear information about this policy and their responsibilities for prompt collection.
 - Informed of the importance of keeping contact details up to date.
 - Encouraged to contact SNAAP immediately if delayed.
-

Review Schedule

- **Last reviewed:** 13 October 2025
- **Next review due:** October 2027
- **Approved by:** SNAAP Board of Trustees