

BASK Late Collection of Children Policy

At **BASK** we expect all parents to agree an approximate time to collect their child from BASK. We give parents information about the procedures to follow if they expect to be late. These include:

Calling BASK as soon as possible to advise of their situation

Asking a designated adult to collect their child wherever possible

Informing BASK of this person's identity so BASK can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation

If the designated person is not known to BASK staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's full name and date of birth in order for BASK to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from BASK after a reasonable amount of time and 15 minutes have been allowed for lateness, and the parent/carer has not been in touch, we will initiate the following procedure:

BASK manager will be informed that a child has not been collected

The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records

The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times BASK will plan to meet required staff ratios

If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record

In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team

BASK will inform the Care Inspectorate as soon as convenient

The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child

The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

In order to provide this additional care, a late fee of **£10 per hour** will be charged to parents. This will pay for additional operational costs that caring for a child outside their normal BASK hours will incur.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	01475715365 / 00800811505
Care Inspectorate 0345 600 9527	

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This policy was adopted on	Signed on behalf of BASK	Date for review
19 August 2021	Andy McEwing	August 2026