

Extratime

Registration & Collection Policy Holiday Schemes

*No child/young person can attend a scheme without a completed registration form.
This form must be reviewed and checked by the relevant supervisor
before the session the child is to attend.*

Registration/Drop-off

It is expected that parents/carers will be responsible for the prompt drop-off of their child when the scheme opens at 8.45am.

Children/young people must be signed in to the scheme by their parent/carer and will be marked as present against the daily register that is drawn-up from the bookings made in advance. A parent/carer contact number must be given for that day.

Parent/carers must notify the project supervisor if their child/young person is going to be late or absent.

Parents/carers must give at least 2 weeks notice if they wish to cancel a booking or make amendments to it. Refunds will not be given if this notice period is not adhered to except under exceptional circumstances.

Collection

All children/young people must be collected promptly from the venue by a registered parent/carer at the end of their booked session, either 3.30pm or 5.30pm (3.30pm or 6pm St Luke's) at the latest.

If the collector is not recognised by staff as a named collector from the child's/young person's registration form, they will be asked for identification. If identification cannot be produced, or the collector is not registered, the child/young person will not be allowed to leave with that person.

If your child's/young person's collector has to change at short notice the supervisor must be contacted on their mobile with full details of the person coming that day. We will request that this collector carries some form of identification.

We do not have a policy against young people collecting siblings but we would ask you to consider carefully the route home and the age of the young person collecting. If our staff are at all concerned about a collector's ability to escort the child/young person safely, they may approach you for a chat.

Lateness

The schemes close promptly at 5.30pm (St Luke's 6pm) every day. Staff then have a short time to clear away all the equipment and review the session. This is a very busy and important time for the workers and not an extra half hour for child/youth care. There are issues about health and safety if play/youth workers are using cleaning materials while children/young people are present. Late collection can often be a distressing thing for children/young people, who are often anxious to be home at this time of day.

If you will be unavoidably late think:

1. Can I get someone else to collect for me?
If yes: contact the supervisor to let them know who.
If No: call the supervisor to let them know the situation.

2. If you are going to be late, the supervisor will make a decision about whether to stay on site with your child/young person or move to another location. This will depend on how late you will be. If it is up to half an hour after closure time they will stay at the venue. After this the supervisor will accompany your child to a location you must decide upon *locally*. A neighbour or friends house.

3. A charge of £5 will be made for the first half hour of lateness, £10 per half hour subsequently

If no-one turns up to collect and no-one telephones to explain:

1. From 5.40 pm (6.10pm St Lukes) the supervisor will telephone the registered alternative collectors.
2. If by 6.00pm (6.30pm St Lukes) no collectors can be contacted and there has been no other contact with a parent/carer, the supervisor will call the social service duty officer to inform them of the situation and will follow their advice on where to go with your child/young person. This may be to a social service location or to a secure venue such as the central police station.
3. Every effort will be made to contact an appropriate person who can collect your child/young person, however, if no-one can be contacted your child/young person may be registered into care for the night for their own safety. Efforts will continue to be made to inform the parent/carer.

The supervisor will not take children/young people home with them in this situation. This is for your protection and for theirs.

These procedures look scary and official on paper but all the adults involved will be doing their best to make the experience as stress free as possible for your child/young person. Involving social services is for safety and security, not in order to 'report' the parent/carer. There may be very good and reasonable reasons why this situation happens; and staff will not judge you or talk to others about the situation.

Document version and review control

Date Written/reviewed	Written by:	Approved by Executive Committee:
October 2009	Becky Jenner	
Oct/Nov 2012		
Document to be reviewed in June 2015		