



YOUNG PEOPLE MATTER CHARITY'S

Late Collection Policy

Dated: June 2016

The Policy will be reviewed every three years or in line with changes in government legislation and updated guidance

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Charity No: 1134959 | Company No: 6418296

Late collection Policy

Policy for Late Collection of Children - Out of School Services and Provisions (OSSP)

Young People Matter operates the following 'late collection' policy of children from it's OSSP including After School Club, Summer Camp and Half Term services. A late collection charge will be imposed in order to cover the additional staffing costs for having to remain past contracted hours.

This policy will be reiterated on a regular basis, through face to face, written, text messaging, and email communication, as well as through the charity's newsletters, brochures and website.

Terms and Conditions for charging the late collection of children are shown in Appendix 1. Whenever there is an amendment or update to this policy, parents/careers will be made aware through a formal letter that will be dated and will supersede all previous correspondence.

If there are any concerns over existing or any new policies relating to the late collection of children, please address a letter to the senior manager at Young People Matter, who will respond within ten working days.

Appendix 1 (Terms and Conditions)

Young People Matter - Out of School Services and Provisions (OSSP)

Late collection of children.

Our OSSP operates between the hours of 8am and 6pm, After School Clubs operate between 3.00pm and 6pm with variations to start time depending on school or/site.

All children must be collected before the Club closes. While it is appreciated that on occasion delays occur, there is a limit to the number of incidents of late collections past 6pm. It is the responsibility of parents/careers to inform staff of any intended or unexpected delays giving an estimated time of arrival.

If a child is not collected within 30 minutes and staff have not heard from the parents/careers, despite attempting to contact them and their emergency contacts, the Local Authority's duty social worker will be informed and advice will be followed from there. Where applicable the child's school will also be informed.

In order to cover the additional costs of staff time for staying with the children beyond their contracted hours the following charging policy will apply.

Late collection charges:

A late collection charge will be imposed for each child collected after the arranged collection time. The charge will be £10.00 per child for first 10 minutes of lateness and £5 for every 5 minutes thereafter. The charge must be paid in full before the child attends the next session, failure to do so will result in a loss of service effective immediately and reinstatement to occur the day after payment is received. If payment cannot be made at time of collection, then it must be made no later than 2pm the following day. Confirmation of payment will need to be made with staff.

Late payment options:

In order to facilitate the faster payment of late charges, the following multiple options are available:

- Internet/Telephone banking
- On site - payment can be made in cash
- Bank payment - in person securely at any HSBC branch referencing the following details: account: 61623893 | sort code: 400122, or through an alternative bank of choice.

On the first occasion the charge will be applied and the parents/careers reminded of the importance of collecting on time. The incident will be logged and senior management at YPM and the school will be informed.

On the second occasion the late charge will be applied again. A letter will be given explaining that should the parents/careers be late once more they will forfeit the child's place within the OSSP setting. This incident again will be logged and senior management at YPM and the school will be informed.

On the third occasion the late charge will apply and the parents/careers will lose the child's place within the OSSP with immediate effect. In a school setting, this will effect the child's placement for the remainder of the term. A final letter will be sent advising the parents/careers. A refund will be issued in accordance with our refund policy.