



Persistent Late Collection Policy

This procedure is to be followed when adults consistently fail to collect their child/children at the agreed finishing times often with disregard to the procedures that are in place for the Saturday Respite service. All parents/carers will be made aware of this when joining the service.

After the first late collection, the procedures are as follows:

1. The parents/carers are formally asked to collect their child on time. It is made clear to the parent that this is recorded as a verbal warning.
2. If the situation continues to be an issue the parents/carers are provided with a written letter that details our concerns and a suggested solution. Parents will also be made aware of the persistent late collection fee (see below), which will occur after the 3rd late collection.
3. Following that, if there has been no improvement, or the situation is ongoing, the persistent late fee will be applied and parents/carers receive a second letter that informs them of the potential consequences of continued lateness e.g. possible exclusion from the service.
4. If the parents/carers make no attempt to rectify the situation and continue to collect their child late from the Saturday Respite service and have been given these three previous warnings, we have no other option but to terminate the child/children's placement at Saturday Respite.

As part of our Saturday Respite service we aim to be flexible to the needs of our families and are happy to discuss any issues parents/carers

Saturday Respite Limited (A service for young people with LD, ASD and social communication)

A registered company (Company Number: 10360900)

Registered Office: 20-22 Wenlock Road, London, Essex, England, N1 7GU

may have with regards to time keeping and work together to come up with a suitable solution.

Persistent Late Collection Fee

This procedure is to be followed only when a child/children has been collected late on 3 separate occasions within a 2 month period. It is the parent/carers responsibility to make sure their child/children are collected on time.

Saturday Respite sessions finish at 15:00. When parents/carers have been late to collect their child on 3 separate occasions, there will be an automatic fee of £10 which will apply on the 3rd late collection.

Parents/carers will be informed of the Persistent Late Collection Fee in a written warning letter that they will receive from the Saturday Respite team after a previous verbal warning. The letter will clearly state the reasoning for the fee and how much it will be.