

WRAPAROUND CARE · ALL AGES

# Late Pickup Protocol

When a child hasn't been collected by closing time

## Why this protocol exists

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## The three time markers

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## 5-15 minutes past close

- Stay calm with the child — don't transmit anxiety
- Continue an activity — child shouldn't sit waiting at the door
- Two staff remain on site (never one staff alone with a single child)
- Watch the door / car park — most parents arrive within these first 15 minutes



- Don't accept new collectors not on the list — call the parent first to confirm

## 15-30 minutes past close

- Call the parent's primary number. Voicemail? Leave a clear message stating time and that you're holding the child.
- Call the second number on the contact list
- Reassure child briefly: 'Mum is on her way; sometimes traffic is bad. We'll be fine.'
- Text the parent in addition to calling — they're often easier to reach by text mid-emergency
- Keep activity going for the child if they can be distracted
- Two staff remain. Log the incident as it unfolds — exact times, who was called when

## 30-60 minutes past close

- Call all listed emergency contacts — grandparents, other parent, named adults
- Continue trying parent's primary contact every 10 minutes
- Do NOT release the child to anyone not on the contact list, even if they claim to be a relative
- Inform the manager / wraparound care lead
- If child is becoming distressed: gentle reassurance, age-appropriate explanation
- If anyone arrives claiming to collect — verify ID, verify they're on the list, call parent to confirm before release

## 1+ hour past close

- Escalate to safeguarding lead
- Continue staying with the child — never leave them
- Do not release the child to anyone unverified — even police should follow proper procedure (which they will)
- If safeguarding lead unreachable — escalate to designated deputy or local authority's out-of-hours team
- Log everything: every call, every attempt, every response
- If parent arrives at this stage: hand over calmly. Do not lecture. Document the late pickup. Schedule a follow-up conversation for a calmer moment.



**Sample script — first call to parent**

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**Sample script — escalation call**

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**Following up**

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