



LATE COLLECTION POLICY AND PROCEDURES

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LATE COLLECTION POLICY AND PROCEDURES

PRINCIPLES

This policy is for protection of children who have been left at the Nursery over the agreed collection time or once the Nursery has closed.

The Nursery has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal Nursery opening hours. Late collection causes additional overhead and cost for the Nursery and potentially unnecessary distress to a child.

Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If parents know they are going to be late collecting the child in our care they are asked to call at the earliest opportunity and discuss with the Manager/Deputy Manager the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

PROCEDURE

All parents/carers will be given a five minute grace period on late collection of their child. If their child has still not been collected 5 minutes after the session has ended (12.30 pm or 6.05 pm), then a £10.00 charge will be levied and for every ten minutes thereafter.

If parents are late collecting their child, the child will be cared for where possible, by their key person and a senior member of staff. The child will be inside the Nursery and reassured by the staff members. Any specific needs will be addressed.

If a child(ren) remains uncollected 5 minutes over the set time: The Nursery Manager and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.

If a child(ren) remains uncollected 5-10 minutes over the set time: The parents or carers will be contacted; late stay fees will be collected of £10.

If a child(ren) remains uncollected 10-20 minutes over the set time and the parent cannot be contacted: The Manager/Deputy Manager will contact the first emergency contact on the child's contact card. Please note this will not happen if the Manager has been successful in contacting the parent/carers due to collect the child. Late stay fees will still be collected of £20.

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If a child(ren) remains uncollected 20-30 minutes over the set time and the parents and first emergency contact has not arrived: The Manager/Deputy Manager will call the second emergency contact on the child's contact card. Please note this will only happen if the Manager/Deputy Manager was unable to contact the first emergency contact and the parent/carer has not contacted the Nursery. Please note that late stay fees will be collected of £30.

If your child(ren) remains uncollected 30 minutes over the set time and the parent or emergency contacts have not been contacted: The Manager/Deputy Manager will contact the local authority's Duty Assessment Team for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the Nursery. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

ESCALATION

Ofsted will be notified in the event of collections after 30 minutes where no notification was given. Late fees will be added to your child's account and collected with the next fee invoice. Unreasonable and / or persistent lateness may regrettably result in the nursery terminating the parent's booking.

Please note that if the Manager/Deputy Manager sees fit she/he may contact the local authority's Duty Assessment Team earlier than it states in the set procedures for advice if necessary.

Parents are asked to inform the Nursery Management team of any changes in their contact details.