



Late Collection Policy

In the event you may be late to collect your child, please follow the below procedures.

- Calling the pre-school as soon as possible to advise of their situation
- Asking a designated person to collect their child wherever possible
- Informing the Pre-school of this person's identity so we can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation
- If the designated person is not known to the Pre-school staff the parent must provide a detailed description of the person. This designated person must know the child's password in order for Pre-school to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the Pre-school after a reasonable amount of time has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the Pre-school manager that a child has not been collected
- The parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal opening hours). During normal opening times, staff ratios must be met and planned for accordingly
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls all need to be logged.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times
- After 10 minutes a late fee of £10 per child will be charged to parents. After 30 minutes the late fee will be £20 per child. This will pay for any additional operational costs that caring for a child outside their normal Pre-school hours may incur.