



Late Collection Policy

Policy statement

This policy is for protection of children who have been left at The Willows Pre-school over the agreed collection time or once the setting has closed.

The Pre-school has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal Pre-school opening hours.

Late collection causes additional overhead and cost for the Pre-school 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 you know you are going to be late collecting your child in our care, please call at the earliest opportunity and discuss with the manager/deputy manager the arrangements for the collection. Please note that a late stay fee may be charged.

Procedure

All parents/carers will be given a five-minute grace period on late collection of their child. If you are late collecting your child, they will be cared for, where possible, by their key person and a senior member of staff. Your child will be inside the Pre-school and reassured by the staff members. Any specific needs will be addressed.

If your child(ren) remains uncollected **5 minutes** over the set time: The Pre-school manager/deputy and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.

If your child(ren) remains uncollected **5-10 minutes** over the set time: The parents/carers will be contacted and a late stay fee of **£5** maybe charged.

If your child(ren) remains uncollected **10-20 minutes** over the set time: The manager/deputy will contact the first emergency contact on your child's contact card. Please note: This will not happen if the manager/deputy has been successful in contacting the parent/carer due to collect the child. If contact with the parent/carer or first emergency contact has been unsuccessful, the manager/deputy will call the second emergency contact on your child's contact card.

If your child(ren) remains uncollected **30 minutes** over the set time, the manager/deputy 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/children's

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emergency numbers have made contact with the Pre-school. Late fees will be invoiced or added to your child's bill for the following month.

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