

Late Collection & Uncollected Child Policy & Procedure

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 every young child 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 2 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 the 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 will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

Procedure

- I. All parents/carers will be given a five-minute grace period on late collection of their child.
- II. If your child has still not been collected 5 minutes after the session has ended, then a £10.00 charge will be levied and for every 10 minutes thereafter.
- III. 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 Nursery and reassured by the staff members. Any specific needs will be addressed

If your child(ren) remains uncollected 5-10 minutes over the set time:

- I. Nursery manager/deputy and staff team will be made aware of the situation
- II. You will be asked to sign the late register book
- III. Late stay fees will be collected of £10

If your child remains uncollected 10-20 minutes over the set time:

- I. The Nursery manager/deputy will contact the parent/carer on your child's contact card
- II. You will be asked to sign the late register book
- III. Late stay fees will be collected of £20

If your child(ren) remains uncollected 20-30 minutes over the set time:

- I. The Nursery manager/deputy will contact the emergency contact on your child's contact card
- II. Please note this will only happen if the manager/deputy was unable to contact the parent/carer
- III. You will be asked to sign the late register book
- IV. Late fees will be collected of £30

If your child(ren) remains uncollected 30 minutes over the set time:

- I. Please note this will only happen if the manager/deputy was unable to contact the parent/carer or any of the emergency numbers
- II. The manager/deputy manager will contact Social Services (details below)
- III. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

For late collection after 6pm the charge will rise to £20.00 for every 15 minutes and every 15 minutes after.

Escalation

- I. Ofsted will be notified in the event of collection after 30 minutes where no notification was given.
- II. Late fees will be added to your child's account and collected with the next fee invoice.
- III. Unreasonable and/or persistent lateness may regrettably result in the Nursery terminating your booking
- IV. Please note that if the manager/deputy sees fit he/she may contact either Early Help/Lado/ Social services

Please inform the Nursery Management team of any changes to your contact details to avoid confusion.

Children's Social Services

**County Hall
Maidstone
ME14 1XQ**

Social.services@kent.gov.uk

**Contact no:
03000 41 11 11
(Mon - Fri 8.30am to 5pm)**

**Out of hours Contact no:
03000 41 91 91**