

Late Collection of Child Policy

POLICY

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

The preschool 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 preschool opening hours. Late collection causes additional overheads and costs for the preschool 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 the child in our care please call at the earliest opportunity and discuss with the playleader the arrangements for the collection. Please note that a late collection 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 your child has still not been collected 10 minutes after the session has ended (12 p.m. or 3.10 p.m), then a £5.00 charge will be levied and for every ten minutes thereafter.
- If you are late collecting your child, they will be cared for by both playleaders . Your child will be inside the preschool and reassured by the staff members. Any specific needs will be addressed.
- If your child(ren) remains uncollected 10 minutes over the set time: The parents or carers will be contacted; late stay fees will be collected of £5.
- If your child(ren) remains uncollected 10-20 minutes over the set time: The playleader will contact the first emergency contact on your child's registration form. Please note this will not happen if the playleader has been successful in contacting the parent/carer due to collect the child. Late stay fees will still be collected of £10
- If your child(ren) remains uncollected 20-30 minutes over the set time: The playleader will call the second emergency contact on your child's registration form. Please note this will only happen if the play leader was unable to contact the first emergency contact and the parent/carer has not contacted the preschool. Please note that late stay fees will be collected of £15.
- If your child(ren) remains uncollected 1 hour over the set time: The play leader will follow the procedures as listed in our 'non collection of child' policy
- Late fees will be added to your child's next invoice.
- Unreasonable and / or persistent lateness may regrettably result in the preschool terminating your booking

Non Collection of Child Policy

Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a session, the setting will adopt procedures to ensure that the child is cared for safely by experienced and qualified practitioners who are known to the child.

Aims

- To ensure that, in the event that a child is not collected by an authorised adult, the child receives a high standard of care in order to cause as little distress as possible.
- To inform parent of the procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

In order to fulfil these aims

- Parents of children starting at the setting are asked to provide specific information which is recorded on the Confidential Form, including:
 - Details about who has parental responsibility for the child.
 - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable). Mobile telephone number (if applicable).
 - Email address
 - Names of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - A specific password to be used by any person other than a regular carer when collecting a child from Blakeney Pre-school
 - Information about any person who does not have legal access to the child.
- See also [Provider's Records Policy](#)
- On occasions when parents are aware that they will not be at home or in their usual place of work, they must provide details of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we will agree with parents how to verify the identity of the person who is to collect their child. This will probably include the use of a password.
- Parents are informed that if they are not able to collect the child as planned, they must notify Blakeney Pre-school so that staff can begin to implement the back-up procedures. Parents are provided with the contact telephone number of the setting. We also inform parents that - in the event that their children are not collected from the setting by an authorised adult and the staff can no longer supervise the child on the premises – the safeguarding children procedures are applied as set out in the [Safeguarding Children Policy](#).
- If a child is not collected within 10 minutes of the end of the session, our staff will follow the procedures as laid out in our 'late collection ' policy

If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we will follow the procedures for non-collection of a child.

Procedures for non-collection of a child

- The local Children's Help Desk will be contacted and their advice will be followed.
- The child will stay at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the Incident File.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- OfSTED must be informed.

Contact details

Children's Help Desk 01452 426565

OfSTED 0300 123 1231

The LIVE version of the Designated Child Protection Officer handbook should be used for guidance. www.gscb.org.uk/handbook