

Late Collection Policy

At Little Oaks we believe that children will feel more secure and settled if they are confident that their parent or carer will collect them promptly at the end of a session. We will inform parents/carers of our procedure so that if they are unavoidably delayed, they will be reassured their children will be cared for.

Before a child attends Little Oaks specific information will be collected on a Registration form for both parents including:

- Home address and telephone number;
- Place of work, address and telephone number;
- Mobile telephone number;
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
- Who has parental responsibility for the child;
- Information about any person who does not have legal access to the child;

Therefore:

- We ask that children's parents or carers collect children promptly at the end of each session.
- However we appreciate that on occasions one may be unavoidably delayed. If this is the case we ask that you contact the pre-school as soon as possible.
- If no changes to normal collection routines are noted and a child has not been collected 10 minutes after the end of the session, a member of staff will contact the parents of the child. Should this be unsuccessful, the adults authorised by the parents to collect the child - and whose numbers are recorded on the Enrolment form - will be contacted in turn.
- The child will only be allowed to leave with someone for whom we have written consent.
- Two members of staff will remain on the premises, one of whom will be our Manager or Deputy Manager until the child is safely collected.
- At all times staff will give high priority to reassuring a distressed child.
- If staff members have tried to contact all those listed on the child's registration form to no avail and 30 minutes have passed since the end of the session, then Social Care will be contacted and their advice followed. If the social care team is unavailable, we will contact the local police.
- After an additional 15 minutes, if the child has not been collected, we will contact the above statutory agencies again. Social care will aim to find the relative. If they are unable to do so, the child will become looked after by the local authority.

- A full, written report of the incident will be recorded in the child's file.
- Whilst we at Little Oaks appreciate that occasional delays are unavoidable, if a pattern of late collection emerges then a late collection fee of £10.00 will be charged.
- If the above does become necessary then a letter will be sent to the parents or carers of the child concerned. The letter will state future charges and outline why the decision has been reached to make these charges.
- It is the responsibility of the Setting Manager to decide if, and when, charges need to be made.
- It is reasonable that the charge may exceed the settings "hourly rate" to reflect administration charges and overtime payments.

This policy was adopted at a committee meeting of Little Oaks held on.....

Reviewed, Signed and dated on behalf of the committee.....

Reviewed & updated Sep 2011; Reviewed & updated May 2014, reviewed Nov14, Jan 15, Feb 17. Updated Feb 18, Nov 18. Reviewed Feb 19.