

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 an Enrolment Form for both parents including:

- Home address and telephone number;
- Work telephone number;
- Mobile telephone number;
- Names 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 by phone as soon as possible.
- If no changes to normal collection routines are noted and a child has not been collected 5 - 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 or verbal consent. For verbal consent a password must be provided.
- Two members of staff will remain on the premises, one of whom will be a Manager or Deputy Manager until the child is safely collected.
- If staff members have tried to contact all those listed on the child's Enrolment Form to no avail and 30 minutes have passed since the end of the session, then Social Care or the Police will be contacted and their advice followed.
- 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 appreciate that occasional delays are unavoidable if a child is not picked up on time additional charges will occur, these are as follows:

0-15 minutes late £5, then £10 for every additional 15 minutes. (eg Half an hour late will incur a £15 fee, an hour late will incur a £35 fee) If the above does become necessary, then a letter and invoice will be sent to the parents or carers of the child concerned. The letter will state charges and outline why the decision has been reached to make these charges.

- It is the responsibility of the Setting Managers 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.....

Signed on behalf of the committee.....

Role of signatory.....

Reviewed & updated Sep 2011. Reviewed & updated May 2014, reviewed Nov14, Jan 15, Feb 17. Updated Feb 18, Nov 18. Reviewed Feb 19. Reviewed Nov 20. Reviewed Nov 21. Reviewed Jan 23, Reviewed by Committee Jan 2024. Changes to late fees May 2024.