

## **Late collection and non-collection**

### **What this policy covers**

This policy outlines the procedure at Katie's Kinder Care for dealing with late collection or non-collection.

### **Procedure**

All parents agree to pick their child up by the end of their child's session. Parents are informed of procedures on what to do if they expect to be late. Late fees will be charged at £15.00 for every 15 minutes (this amount will be reviewed annually along with the nursery fees). Parents who are late will be spoken to by a Manager or Room Leader to explain that they are late and if this happens again they will receive a letter warning them that the next time they are late they will be fined as above.

In the instance of a child not being collected from nursery after a reasonable amount of time, ½ hour has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the Nursery Manager/staff member in charge, if the child has not been collected.
- The Nursery Manager will check any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided as per the child's records.
- The manager/staff member in charge and one other member of staff must stay behind with the child (if it falls outside normal opening hours) During normal opening times staff ratios must be met and planned for accordingly
- If the parents/carers still have not collected the child, the managers/staff member in charge will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on the full incident record.
- In the event of no contact being made after hour has lapsed, the person in charge will call Emergency Duty and Advice team Team – Tel: 01484 414960 (out of hours) and Ofsted - Tel: 0300 123 123 1 to advise them of the situation.
- In event of no contact being made after 1 hour we will inform the police 0845 6060606
- The two qualified members of staff (1 which must be Level3 or above) will remain in the building until suitable arrangements have been made for collection of the child. The child's welfare and needs will be met at all times.

