

## HARDMOOR EARLY YEARS CENTRE



### Late Collection Procedure for Staff

#### **Late collection is part of the Safety and Security of Children policy:**

When a child has not been collected at the end of their nursery session (**if nursery is still open**) or lunch club they will be taken to reception where an adult will wait with them.

- If after a designated time (10 minutes) the parents/carers still have not collected the child, the person in charge will attempt to contact the parents/carers and emergency contacts using the telephone numbers provided.
- A member of staff will remain with the child until suitable arrangements have been made for his/her collection.
- Parents who are late collecting their child(ren) may incur a charge of £20 to cover additional staffing costs. All charges to parents must be approved by the Head of Centre.
- In the event of no contact being made by the end of an hour, the person in charge will ring the Social Services Emergency Duty Team(023 8023 3344) and advise them of the situation.

When a child has not been collected at the end of their nursery session (**when nursery is closed**):

- The duty manager is informed if a child has not been collected.
- The duty manager, and one other member of staff, must stay behind with the child and will attempt to contact the parents/carers and emergency contacts using the telephone numbers provided.
- Parents who are late collecting their child(ren) may incur a charge of £20 to cover additional staffing costs.
- If no contact can be made, the duty manager and the other member of staff will stay on the premises with the child for a further designated time (1 hour).
- In the event of no contact being made by the end of this hour, the duty manager will ring the Social Services Emergency Duty Team (023 8023 3344) and advise them of the situation.

**Parents who are persistently late will have their children's Day Care contract/sessional nursey place reviewed by the Head of Centre. This could result in the loss of the place.**

#### **Related policies:**

Safety and security of children

## HARDMOOR EARLY YEARS CENTRE

### **Late Collection Procedures** **For Parents**

We are aware that, on occasion, situations occur where parents may be unable to pick their child(ren) up on time from Centre.

As a courtesy to staff and to ensure we have the correct ratio of staff to children, a phone call should be made to the Centre to inform them of your delay, and to advise an approximate pick up time where possible.

#### **Late Collection – Up to 10 Minutes**

Continual lateness (**up to 10 minutes**) will be monitored by staff. On the 2<sup>nd</sup> occasion, a reminder slip will be given to you highlighting the instances of the late collections of your child(ren).

On the 3<sup>rd</sup> occasion you will be required to sign a late pick up form and will incur a charge of £20.

You will also receive a letter from the Head of Centre, explaining that further instances of late collection will result in a £20 charge each time, again added to your invoice the following month.

#### **Late Collection – Over 10 Minutes**

If you are **more than 10 minutes** late collecting your child(ren), you will be required to sign a late collection form. A charge of £20 will be added to your invoice the following month.

If after a designated time (a further 10 minutes) the parents/carers still have not collected the child, and we have not received a phone call, the duty manager /delegated person will attempt to contact the parents/carers and then the emergency contacts using the telephone numbers provided.

If no contact can be made, the duty manager and another member of staff will stay on the premises for a further designated time (1 hour) In the event of no contact being made by the end of this hour the duty manager will ring the Social Services Emergency Duty Team and advise them of the situation. The two members of staff will remain with the child until suitable arrangements have been made for his/her collection.

Lateness of over an hour will then be charged at the emergency hourly rate in addition to the late collection charge of £20 (see Day Care fees).

**Continual lateness is not acceptable and your child's space at The Centre may be at risk.**

PLEASE NOTE - After 6 pm children will be taken to the main office at the front of the building with 2 members of staff, to await collection.

*This policy was agreed by the Governing Body at Hardmoor Early Years Centre on 11<sup>th</sup> May 2018*

*Date to be reviewed: Summer 2021*

Signed: \_\_\_\_\_ *Vikki Maxwell* \_\_\_\_\_  
(Chair of Governors)

Print Name: Vikki Maxwell

### Late Collection - Under 10 minutes

Name of child .....

Date	Session End	Time Collected	Time of call to parents	Time of call to emergency contact	Staff sign	
					Staff sign	Parent sign
	Reminder slip given (after 2 <sup>nd</sup> instance of lateness)					
	£20 Charge incurred					
	£20 Charge incurred					
	£20 Charge incurred					
	Meeting with Head of Centre to discuss contract					

### Late Collection - Under 10 minutes

Name of child .....

Date	Session End	Time Collected	Time of call to parents	Time of call to emergency contact	Staff sign	
					Staff sign	Parent sign
	Reminder slip given (after 2 <sup>nd</sup> instance of lateness)					
	£20 Charge incurred					
	£20 Charge incurred					
	£20 Charge incurred					
	Meeting with Head of Centre to discuss contract					

**Late Collection  
Over 10 minutes**

Name of child .....

Date	Time picked up	Time of call to parent	Time of call to emergency contact	£20 Charge incurred	Staff sign	Parents sign
	Meeting with Head of Centre to discuss contract					

**Late Collection  
Over 10 minutes**

Name of child .....

Date	Time picked up	Time of call to parent	Time of call to emergency contact	£20 Charge incurred	Staff sign	Parents sign
	Meeting with Head of Centre to discuss contract					