

# SAFEGUARDING & WELFARE REQUIREMENT: INFORMATION & RECORDS

## 10.13 Late Pick-Up



### POLICY STATEMENT

- This policy is for protection of children who have been left at the Pre-School over the agreed collection time or once the Pre-School has closed.
- The Pre-School has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal Pre-School opening hours.
- Late collection causes additional overheads and cost for the Pre-School and potentially unnecessary distress to a child.
- The Pre-School has a legal obligation to remain within a set child to adult ratio. Late collection of a child may result in the Pre-School being over ratio, which affects the safety and well-being of all children and staff within the setting.
- 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.
- The Pre-School shares the space we use with other groups and clubs, some of which start very soon after our normal operating hours. Late collection of a child at the end of the day will have a knock-on effect on other users of the hall.

### WHAT YOU CAN DO

- 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 manager/deputy manager the arrangements for the collection.
- Please note that a late stay 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 5 minutes after the agreed time then a **£10.00 charge will be levied.**

- After this point further charges will be calculated based on the length of time that the child remains at the Pre-School. Charges will be made to cover staffing, provision of snacks (as necessary), and any other cost incurred, **TO A MAXIMUM OF £50.**

#### **WHAT WE WILL DO**

- If you are late collecting your child(ren), they will be cared for, where possible, by their key person and a senior member of staff. Your child will be inside the Pre-School and reassured by the staff members. Any specific needs will be addressed.
- **If your child(ren) remains uncollected 5 minutes over the set time:** The Pre-School Manager and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.
- **If your child(ren) remains uncollected 5-10 minutes over the set time:** The parents or carers will be contacted; late stay fees will be collected of £10.
- **If your child(ren) remains uncollected 10-20 minutes over the set time:** The manager/deputy manager will contact the first emergency contact on your child's contact list. Please note this will not happen if the manager has been successful in contacting the parent/carer due to collect the child. A late fee of £10 will be charged and further costs will begin to be calculated.
- **If your child(ren) remains uncollected 20-30 minutes over the set time:** The manager/deputy manager will call the second emergency contact on your child's contact list. Please note this will only happen if the manager/deputy manager was unable to contact the first emergency contact and the parent/carer has not contacted the Pre-School. A late fee of £10 will be charged and further costs calculated.
- **If your child(ren) remains uncollected 30 minutes over the set time:** The manager/deputy manager will contact the local authority's Duty Assessment Team (**Customer First 0808 800 4005**) for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the Pre-School.

#### **ESCALATION:**

- Ofsted will be notified in the event of collections after 30 minutes where no notification was given.

## **COLLECTION OF LATE FEES**

- Late fees will be added to your child's account and collected with the next fee invoice.

## **PERSISTENT LATE COLLECTION**

- Unreasonable and / or persistent lateness may regrettably result in the Pre-School terminating your child's place.
- Please note that if the manager/deputy manager sees fit she/he may contact the Local Authority's Duty Assessment Team earlier than it states in the set procedures for advice if necessary.

**This policy was adopted at a meeting held by St John's Playtime Pre-school committee on 2<sup>nd</sup> March 2018.**

**This policy was reviewed on: March 2019**

**This policy will be reviewed again on: March 2020**

**Signed on behalf of the Management committee and provider:**

**Name of Signatory: Wendy Bevan**



**Role of Signatory: Committee Chairperson**