

# Late Collection or Uncollected child policy



## Policy statement

This policy is for the protection of children who have been left at Explorers over the agreed collection time or once Explorers has closed.

Explorers have a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within our opening hours. Late collection causes additional overhead cost and potentially unnecessary distress to a child.

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 one of the managers the arrangement for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

In the event that a child is not collected by an authorised adult by their expected collection time, Explorers will put into practice agreed procedures. The child will receive a high standard of care to cause as little distress as possible.

Explorers inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

## Procedures

- Parents are asked to provide the following specific information when their child starts attending one of our settings, which is recorded on our Registration Form:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - Names, addresses, telephone numbers and signatures 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.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will

be collecting their child. We agree with parents on how to verify the identity of the person who is to collect their child.

- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. Our contact telephone number is 01929 426355
- If a child is not collected at their expected collection time, we follow the procedures below:  
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 their arranged collection time, then a late fee charge will be levied and for every ten minutes thereafter.

**If your child(ren) remains uncollected 5 minutes over the set time:**

Managers and staff will be made aware of the situation. No late fee is charged if this is a one off situation.

**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 £5 per child.

**If your child(ren) remains uncollected 10-20 minutes over the set time:**

One of the managers will contact the first emergency contact on your child's contact information. Please note this will not happen if the manager has been successful in contacting the parent/carer due to collect the child. Late stay fees will still be collected of £10.

**If your child(ren) remains uncollected 20-30 minutes over the set time:**

One of the managers will call the second emergency contact on your child's contact information. Please note this will only happen if one of the managers was unable to contact the first emergency contact and the parent/carer has not contacted the Nursery. Please note that late fees will be collected of £20.

**If your child(ren) remains uncollected 30 minutes over the set time:**

If the manager on duty has been unable to make contact and arrangement for collection with the child's emergency contacts, they will contact the Local Authority Social Care team for advice on their next course of action. If the children's social care team is unavailable we will contact the local police.

- We contact the local authority children's social care team:

Purbeck 01929 553456

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- Or the out of hours duty officer (where applicable):

Out of hours 01202 657279

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- The child stays at the setting for group provision: the care of two of our fully-vetted workers, until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
  - Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
  - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
  - We ensure that the child is not anxious and we do not discuss our concerns in front of them.
  - A full written report of the incident is recorded in the child's file.
- Ofsted will be informed :  
03001231231

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

Unreasonable and / or persistent lateness may regrettably result in Explorers terminating your booking.

Please note that if the manager sees fit she/he may contact the local authority social care team earlier than it states in the set procedures for advice if necessary.

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<p><b>Safeguarding and Welfare Requirement: Child Protection</b> Providers must have and implement a policy, and procedures, to safeguard children.</p>
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