

Late collection and uncollected child

Uncollected child

If a child is not collected at the end of the session or day, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the registration form are contacted.

The child does not leave the premises with anyone other than those named on the registration form or in their file.

- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we contact our local authority children's social services care team.
- The child stays at setting in the care of two members of staff until the child is safely collected.
- Under no circumstances does a member of staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed.

Late Collection

- Late collection occurs when a parent/carer does not collect their child at the end of the session.
- We do appreciate that emergencies happen and we will do our best to support parents/carers.
- Playgroup - Parent/carers will be charged £5 for every 10 minutes past the end of the session time.
- MOOS – If parent/cares are later than the agreed collection time they will be charged to the next half an hour. However, parents/carers who arrive between 6.00 – 6.15pm will be charged an extra £5 or £15 if later than 6.15pm.
- If the parent/carer has an emergency whereby they are unable to collect their child on time, at the end of the session, a member of the management team must be informed immediately. (If a parent/carer is incapacitated e.g., serious illness, car accident etc. we accept that you may be unable to inform staff of the situation immediately.)