

# Smalley Pre-School

(Registered Charity No. 1033193)

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## LATE COLLECTION POLICY

### OBJECTIVE

This purpose of this policy is to protect children who have been left at the Pre-School after the agreed collection time or once the Pre-School has closed.

If a child has not been collected on time, they must be supervised by two members of Staff, one of which must be a Qualified member of Staff. The Pre-School has a duty of care to ensure that collection of children is made at the agreed time or within Pre-School operating hours. The emergency care provided due to a late collection, creates additional costs for the Pre-School and most importantly could cause unnecessary distress to a child.

We appreciate that there may be circumstances beyond Parent/Carer control that can affect the prompt collection of your child. If you know you are going to be late for collection, then please call us at the earliest opportunity to discuss arrangements with Pre-School Management.

**The telephone number to call is 07903 129575.**

### PROCEDURE

Parents/Carers will be given a five-minute grace period after the end of the session, to collect their child. Once the five minutes have passed and the child still hasn't been collected, charges will be incurred.

Please note, if you are collecting more than one child, the late charge applies to each child you are collecting.

If you are late collecting your child, they will be cared for where possible, by their Key Person and a Senior member of Staff. Any specific needs will be provided for, and they will be reassured by these Staff.

Please see below the Late Collection Procedure Timeline with Charges:

- Late Collection - 5 minutes over the set time

Pre-School Management and staff team will be made aware of the situation.

**No late fee will be charged unless this becomes a regular occurrence.**

- Late Collection – 5-10 minutes over the set time

The Parent/Carer will be contacted.

**A late fee of £10 will be charged.**

- Late Collection – 10-20 minutes over the set time

The Management will call the first emergency contact on your child's contacts list. This will only happen if Management has been unsuccessful in reaching the Parent/Carer.

**A Late fee of £20 will be charged.**

- Late Collection – 20-30 minutes over the set time

The Management will call the second emergency contact on your child's contacts list. This will only happen if Management has been unsuccessful in reaching the Parent/Carer and the first emergency contact.

**A Late fee of £30 will be charged.**

## **ESCALATION**

If after 30 minutes, your child still hasn't been collected, and none of the Child's emergency contacts have been reached, Management will refer to the Pre-School's Uncollected Child Policy, for the next steps.

**A late fee will be determined that is relative to the time and circumstance of the situation.**

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

**Late fees must be paid by the end of your Child's next session.**

Non payment of late fees, or persistent lateness could lead to the Pre-School refusing further childcare.

**Please ensure you child is collected on time to avoid any additional fees.**

**Please also ensure that your Child's Emergency Contacts list is kept up to date of any changes.**

**We appreciate your cooperation.**