

Late Collection and Uncollected Child Policy

Prior to a child starting Unity Nursery a Parent/Provider Contract will be completed to highlight the session times a child will be attending, this will highlight the earliest a child can be brought into nursery and the latest that they can be collected. This agreement is used to identify session times and the required ratios of adults needed throughout the course of the day for all children attending nursery.

If your child is not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. Any parent/carer who is late collecting their child will have to pay a fine which helps to cover the additional staffing costs incurred for this reason. The fine is £5 for the first 15 minutes, with an additional £5 for every 15 minutes thereafter. Please note that the fine is to deter parents from late collection, additional sessions/hours can be booked in advance to avoid late collection and ensure appropriate ratios are maintained.

We appreciate that there are times when the late collection of children is unavoidable; however this late collection policy applies in all circumstances.

If parents are unable to collect their child on time, they must telephone the nursery to let us know what the situation is and when their child is likely to be collected, in the event of not being contacted we will apply the procedures for an uncollected child

Parents who do not collect their children by the end of a session, at whatever time of day, will be liable for the additional payments.

This policy applies to the late collection of children from both the morning and afternoon sessions.

In the event of parents repeatedly collecting their child late they will be asked by the nursery to review their collection arrangements and parent/provider contract.

Refusal to pay late fines/charges will result in the implementation of the non-payment of fees policy.

In the unlikely event of a child not being collected from the nursery at the expected time and no contact being made with the parents, the following procedure will apply:

- Two members of staff will remain on the premises with the child at all times.
- One of these staff members will be a senior member of staff.
- The child will be reassured and comforted.
- The parents will be telephoned on all available contact numbers.
- If the parents are not contactable the emergency contact person will be contacted and asked to collect the child.

- Every effort will be made to contact the parents or the emergency contact person.
- If no contact has been made with either the parents or the emergency contact person within one hour of the time at which the child was due to be collected the nursery will contact the Early Assessment Team for advice.

The complaints procedure

If there is a concern regarding the implementation of this policy in the first instance please follow the complaints policy.

Monitoring and Evaluating the policy

This policy will be reviewed annually or sooner if legislative changes or circumstances deem it necessary.