

Late drop/collection policy and procedure

Statement on Intent

We aim to ensure that all children are dropped off and collected on time at the end of the day/session. We understand that this is not always practicable and therefore have this policy and procedure in place to safeguard the nursery staff and children in our care.

Policy

We request that parents collect their children promptly at the end of the session/day to minimise this risk and to prevent unnecessary distress to their child.

Parents are requested to contact nursery as soon as possible if they are aware that they are going to be delayed. They are also requested to make alternative arrangements with family or friends so that the child can be collected on time.

Procedure

In the event of a delay

1. A minimum of two members of staff will always remain with the child at the end of the day/session
2. At no point will the staff or child leave the premises.
3. Staff will reassure the child and continue to provide activities for them if necessary.
4. Any child who is more than 15 minutes late being dropped off/collected will be charged a fee of £1 per minute over this time.
- 5.

In the event of no prior notice

1. A minimum of two members of staff will always remain with the child.
2. If the manager is not on the premises, they will be contacted and informed of the situation.
3. At no point will the staff or child leave the premises.
4. Staff will reassure the child and continue to provide activities for them.

Ten minutes after the expected time of closure, a member of Pre-school staff will attempt to contact the parents of the child.

1. If no contact can be made, pre-school staff will wait a further **five** minutes and try again.

2. If there is still no contact possible, the emergency contact numbers will be tried.
3. If after all reasonable attempt to contact the parents have failed and we find staff no longer able to care for the child or the premises are closing, we will have no alternative but to contact Social Services re our Alternative Arrangements Policy

Late drop/collection fee

As part of this policy, the nursery has a late collection fee in place after 15 minutes, which is **£1 for every** minute over the designated closure time or end of the session. Parents will be issued with an invoice for the late drop/collection.

.

Reviewed 2023. Next review as required