



LATE COLLECTION POLICY & PROCEDURE

We appreciate that, on occasion due to unforeseen circumstances; parents and carer's may be unable to collect their children on time.

However, should a parent/carer fail to collect their child by the end of the session, without prior warning the following charges will be applied:

- **New Millside will charge a fee of £10 plus £1.00 per minute**

Charges will be issued for all late collections, except where waived by the committee due to exceptional circumstances.

These charges will be levied to cover staffing costs, phone calls etc.

If we have not been informed of a parent or carer being unable to collect their child on time, the following procedures will be followed:

1. Contact parent or carer. If unsuccessful we will:
2. Contact nominated emergency contact/s. If unsuccessful we will:
3. The directive from Ofsted is to contact Social Services if your child is not collected after 15 mins and no contact has been or can be made. This is described under our 'Uncollected Child' policy. If the child has not been collected after 15 minutes, and no contact has been made by either party, the person in charge will inform Social Services and be guided by them.

If it is necessary for an adult other than those already agreed at the time of registration, to collect the child they will need the unique password to allow your child to be collected **and a photograph must be on file.**

Two members of staff will stay at the setting with the child. Due to legal implications we will not take the child anywhere else.

All late collections are recorded and the parent / carer collecting the child must sign to acknowledge their lateness.

Continual lateness will be viewed as a child protection issue.

Social Services First Response

0845 4600 001