



CHILDREN DEPARTURE/LATE COLLECTION POLICY AND PROCEDURE

The children will only be released from the setting to the individuals named by parents. Relevant information will be obtained from the parent/carer as to who can collect their child. An emergency plan for the collection of the child from the setting will be discussed/written, i.e. Password. The person collecting the child from our setting must be at least 16 years or over.

- We appreciate that, due to unforeseen circumstances, parents/carers may occasionally be unable to collect their children on time. However, should a parent/carer fail to collect a child within 10 minutes of the end of agreed time, without prior warning the subsequent procedure will be followed:
- Every effort will be made to contact the parent/carer.
- If we are unable to do so the emergency contact will be contacted and asked to collect the child immediately. Each parent will agree a unique password on registration in order to ensure that in emergencies, adults (other than those already agreed) are able to collect the child by using the password system.
- Two members of the staff team will stay with a child at the setting until the child is collected. Due to legal implications, we are not able to take the child away from the premises.
- If after 1 hour has lapsed and all attempts to contact the parent/carer or emergency contact are failed, the child will be taken to the nearest police station, where the duty social worker will be contacted.

LATE COLLECTION FEE

We understand when there is a real one-off emergency, and you cannot get to the Nursery on time to collect your child/children. In these circumstances, we ask you to call the Nursery and let us know the situation. However, if your child/children are regularly collected late from the Nursery, this causes issues with staffing and costs. Therefore, Late Collection Fees will be applied where children are persistently being collected late from the Nursery. The Late Collection Fees are as follows:

5 -10 Minutes Late £10.00

10 – 15 Minutes Late £15.00 (and so on)