

32. Late Collection Fees

32.1 Statement of Intent

We understand that occasionally, exceptional circumstances may prevent the authorised adult from picking up their child from the Pre-school at the agreed time. However, in the event of late collections being a regular occurrence, a verbal warning will be made to inform the parent/carer of the potential of a late fee being incurred, the number of late collections and reasons given before this occurs are at the discretion of the manager.

32.2 Aims

This policy is for protection of children who have been left at the preschool beyond the agreed collection time or once the Pre-school has closed. The Pre-school has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal Pre-school opening hours. Late collection causes additional overhead and cost for the nursery and potentially unnecessary distress to a child. This policy will be used in conjunction with the **The late/non-collection of children policy 15**, which outlines procedures regarding late collections.

32.3 Procedures

All parents/carers will be given a five-minute grace period for late collection of their child. If your child has still not been collected 5 minutes after the session has ended then a £5.00 charge will be levied with a further £5 charged for every additional five minutes thereafter.

The late fees will be added to an invoice and payment will be required within 14 days. Your child will be inside the building and reassured by the staff members. Any specific needs will be addressed.

If your child(ren) remains uncollected 5 minutes over the set time:

The Preschool Manager/Deputy and staff team will be made aware of the situation. Exceptional circumstances will be taken into consideration, a verbal warning of persistence will inform the parent/carer that a late fee will be charged.

If your child remains uncollected at 5 minutes then the late fees will start at £5.

If your child(ren) remains uncollected 5-10 minutes over the set time:

The parents or carers will be contacted; late stay fees of £10 will be collected.

If your child(ren) remains uncollected 10-15 minutes over the set time:

The manager/deputy manager will contact the first emergency contact on your child's contact card. Please note this will not happen if the manager has been successful in contacting the parent/carer due to collect the child. Late stay fees of £15 will still be collected.

If your child(ren) remains uncollected at 15-20 minutes over the set time:

A late fee of £20 will be collected

If your child(ren) remains uncollected 20 minutes over the set time:

The manager/deputy manager will call the second emergency contact on your child's contact card. Please note this will only happen if the manager/deputy manager was unable to contact the first emergency contact and the parent/carer has not contacted the preschool.

Please note that late stay fees of £25 will be collected.

If your child(ren) remains uncollected 30 minutes over the set time:

The manager/deputy manager will contact the local authority's Duty Assessment Team for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the preschool. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

32.4 Escalation

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

Unreasonable and / or persistent lateness may regrettably result in the nursery terminating your child's place.

Please note that if the manager/deputy manager sees fit she/he may contact the local Somerset Social Care Team earlier than it states in the set procedures for advice if necessary.

Please inform the preschool management team of any changes in your contact details.

Actions should follow the **Late/non-collection of children** policy 15, to ensure all proper routes of action are undertaken.

32.5 Links to other policies

- 15 The late/non-collection of children
- 20. Safeguarding Children

This policy was reviewed and adopted at a meeting of Walton Under Fives Pre-School held in November 2020

Signed (Pre School Manager) Date

Signed (Committee Chair) Date