



# Hardmoor Nursery & Early Years Centre Late collection Policy

Policy Statement and Guidelines  
September 2024

***Mission Statement:***

*To provide a happy, secure and stimulating environment in which everyone is included, respected and valued, so that they may grow in self-esteem and develop to their full potential.*

## **Late Collection Policy**

When a child has not been collected at the end of their session (if the centre is still open) they will be taken to reception where an adult will wait with them.

- Is after a designated time (10 minutes) the parents/carers still have not collected the child, the person in charge will attempt to contact the parent/carer and emergency contacts using the telephone numbers provided.
- A member of staff will remain with the child until suitable arrangements have been made for his/her collection.
- Parents who are late collecting their child will incur a charge of £20 per 15 minute block, or part thereof.
- In the event of no contact being made by the end of an hours, the person in charge will call Social Services / the Childrens resource Service (02380 832300) and advise them of the situation.

When a child has not been collected at the end of their session (when the centre is closed)

- The duty manager is informed that the child has not been collected.
- The duty manager, and one other member of staff, must stay behind with the child and will attempt to contact the parents/carers and emergency contacts using the telephone numbers provided.
- Parents who are late collecting their child will incur a charge of £20 per 15 minute block, or part thereof.
- If no contact has been made within 30minutes, the duty manager and one other member of staff will stay on the premises with the child and the duty manager will ring Social Services / the Childrens Resource Service (out of hour number 02380 233344) and advise them of the situation.

**Parents who are persistently late will have their children's place reviewed by the Centre Manager. This could result in the loss of a place.**

**Policy Approved - Spring 2024**

**Review Date – Spring 2025**