



Late Collection Policy

This policy is for the protection of children who have not been collected from Whitsers by the end of their booked session.

Whitsers has a duty of care to ensure that collection is made at the agreed time. Late collection can result in distress to a child and additional costs to the setting. Children remaining in our care after the agreed collection time must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting your child, please telephone Whitsers and Inform a staff member.

Late Collection Charges

As late collection can result in increased costs for Whitsers, late collection charges will be levied, and an invoice issued. The late collection charge will be payable within 7 days of receipt of an invoice.

The first ten minutes past the collection time will incur a charge of £10.00. A further £10.00 will be levied for every additional ten minutes thereafter. There will be a grace period of 5 minutes, except if you are repeatedly late to collect your child. Staff will give a verbal warning if this is likely to be the case.

In the first instance, a staff member will try to contact a parent/carer. After 15 minutes beyond the agreed collection time, a staff member will try to call an emergency contact as listed in your child's record.

After 30 minutes, if there has been no call from a contact, a staff member will alert the local authority's Duty Assessment Team. Ofsted will also be notified.

Please ensure that all contact details are kept up to date.

Charges may be waived in exceptional circumstances, when the parent/carer has appropriately notified staff of late collection. This is at the discretion of the manager or deputy.

Document Name	Revision Number	Revision
Late Collection Policy	Date 1 23/05/2018	
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