



## 29 LATE COLLECTIONS POLICY

Company Name: Tender Years Nursery Ltd  
Setting Name: Little Jems Childcare Services  
Policy Date: 16<sup>th</sup> June 2023 Next Review Date: 14<sup>th</sup> June 2024

Inform the officer in charge if a child has not been collected.

The officer in charge and one other member of staff must stay behind with the child.

If at a designated time the parents/carers still have not collected the child, the officer in charge will telephone the contact numbers available.

If no contact can be made the officer in charge an extra member of staff will stay on the premises until a designated time.

In the event of no contact being made by the designated time the person in charge will ring Social Services Emergency Duty Team (0208 854 8888) and advise them of the situation.

The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.

We do appreciate that emergencies happen, and we will do our best to support parents/carers, however, a late charge will still apply cover staff overtime. **The charge will be £7.50 per child for every 5 minutes late.**

