

**Policies and Procedures**

6 Safeguarding children, young people and vulnerable adults procedures

**6.11 Late collection policy**

Our sessions run from 8.30 am -11.30 am and 12pm – 3 pm, with a lunch session in between each weekday. During this time, we are accountable for the children in our care, we have an insurance policy as well as strict guidance by our governing body OFSTED. During this time, we have a legal obligation to maintain the correct adult/child ratio (1:8 for children aged 3-5 years, and 1:5 for children aged 2 years).

It is important that children are collected **promptly** at the end of each session. Children can become distressed and unsettled when all the other children have been collected. As a setting we are not insured to have children on our premises after our session times have ended.

**Late collection**

At Mansbridge Community Pre-School we appreciate that sometimes circumstances beyond your control can mean that you may be late to collect your child. We require that you have someone as an emergency contact, who if you are unavailable to collect your child on time would be able to do so for you.

* Please contact the Pre-School 02380 516525 as soon as you realise you will be late to collect your child, with an estimated time of arrival or the name of the emergency contact who will be collecting your child.
* If you are five minutes late and we have not heard from you, we will try to contact you via telephone.
* If we are unable to contact you after ten minutes we will try again to contact you and also try to contact your emergency contacts, and ask them to collect your child.
* If we are unable to contact you or your emergency contacts we will continue to try every 5 minutes for half an hour.
* If we are still unable to contact you after thirty minutes, or we feel your explanation or estimated arrival time are unacceptable we will refer to our uncollected children policy.

**Late collection fee**

* We will begin to charge a late collection fee five minutes after the end of your child’s session. We will charge you £1 for every minute you are late, until you or your emergency contact collect your child.
* You will receive a late collection fee notice with the amount due. This must be paid within one week of receiving the notice.
* If the fees are not received in a timely manner this may affect your child’s Pre-School place. If you are experiencing any problems making the payment, please approach the manager of the Pre-School to work out a payment plan.

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