

Uncollected Child and Late Collection

Policy Statement

We understand that, on occasion, circumstances may arise which result in parents not being able to collect or being late to collect a child for reasons beyond their control, such as traffic problems. We ask that parents keep us fully informed if a situation arises. This is important to ensure that we do not exceed our child to adult ratios.

Procedures

Uncollected Child

If a child were uncollected and no contact had been made, we will in the first instance attempt to contact the child's main parent or carer thirty minutes after the agreed collection time. If this fails we will contact the child's emergency contact. If we were unsuccessful in contacting any one of the child's contacts after one hour thirty minutes, we would then inform South Shropshire's Initial Contact team of the situation. We would ensure that the child was well cared for, reassured and that we continue to meet the requirements of the Early Years Foundation Stage guidelines at all times until the child was collected.

Late Collection

If a parent is continually late in collecting a child we would set up a meeting to talk to the parent about finding a solution, such as changing the child's hours.

If a situation were to arise where we would exceed our Ofsted ratios by taking a child in, when another child had not left yet, we would ask that parents dropping off their child remain with us until such times as we would be back within our numbers. This, we understand, could be very frustrating for parents dropping off; however, we are bound by law not to exceed our ratios and therefore we ask that parents always attempt to collect their child on time.

Please be aware that we will charge if you collect your child late, please refer to our charging policy for current prices.

Parents are asked to inform us immediately if contact details need to be updated. We will ensure that parents are asked to check all details at least once every twelve months.

