



## **Late or Non-Collection Policy**

### **Statement of Intent**

The safety and wellbeing of all children in our care is our priority. Parents and carers are expected to collect their child at the agreed time. If a parent or authorised person is delayed, they must contact the setting as soon as possible.

In the event that a child is not collected at the agreed time and no prior notice has been given, the following procedures will be followed to ensure the child's safety and wellbeing.

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### **Procedure for Late Collection**

If a child has not been collected at the agreed collection time, we will:

- Attempt to contact the parent or carer using all available contact numbers.
- If unsuccessful, we will attempt to contact the child's emergency contacts listed on the registration form.
- Continue attempts to contact parents or emergency contacts while ensuring the child remains supervised, safe and reassured.
- Record the incident, including times and attempts made to contact parents or carers.

Staff will remain with the child at all times to ensure they feel safe and supported.

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### **Failure to Contact Parents or Emergency Contacts**

If we are unable to contact the parent, carer or any emergency contacts within a reasonable period of time, we will contact the **Bromley Children and Families Hub** for advice and follow any guidance provided.

As the premises are shared with the Scouts and Guides, they require access to the building outside of our operating hours. Therefore, remaining inside the premises may not always be possible. If necessary, we will seek advice from the **Bromley Children and Families Hub** while continuing to supervise the child safely.

The welfare of the child will remain our priority at all times.

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### **Late Collection Charges**

A late collection fee will be charged to cover the additional supervision required.

The charge is **£10 for every 5 minutes** after the agreed collection time.

Persistent late collection may result in a review of the childcare arrangement.

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### **Record Keeping**

All late collections and non-collection incidents will be recorded, including:

- The child's name
- The date and time of late collection
- Attempts made to contact parents or emergency contacts
- Any action taken

Parents may be asked to sign the record.

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### **Policy Review**

This policy will be reviewed regularly to ensure it remains effective and reflects current safeguarding guidance and best practice.