**Failure to Collect Policy and Lateness Policy**

**Policy Created:** 15/12/22

This policy will be reviewed on an annual basis.

It is your responsibility to collect your child on time. In any situation in which a child is not collected from my home I will try to minimise distress to the child and allow him/her to remain in familiar surroundings for as long as possible.

If you do not arrive to collect your child within 15 to 30 minutes of your scheduled collection time, I will make every attempt to contact you. However, if I have had no contact from you, I will then get in touch with your emergency contact.

If no one is available to collect your child I will contact the local authority children’s services team and follow their advice.

I will not release a child from my home into the care of an adult that I suspect is under the influence of drugs or alcohol. In this situation, I will follow my emergency contact procedures and if no one is available to collect the child I will contact the local authority MASH team (or equivalent) and follow their advice.

I will keep a record of incidents where parents do not collect a child from my setting or are late in doing so (without a valid reason), or where this is a repeat occurrence. Any safeguarding and welfare concerns arising out of such incidents will be dealt with in accordance with my safeguarding procedures.

**Late collection:**

* Calling the nursery as soon as possible to advise of their situation
* Asking a designated adult to collect their child wherever possible
* Informing the nursery of this person’s identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
* If the designated person is not known to the nursery staff, the parent must provide the name and status of the designated person, e.g. grandmother. This designated person must know the individual child’s nursery ‘password’ or ‘code’ for the nursery to release the child into their care. This is the responsibility of the parent.
* If a parent is unreasonably late in collecting their child/children without contacting the childminder to inform them of any unexpected delays – or is persistently late, a rate of £5.00 will be charged to parents for every 15 minutes of lateness as this will also cover the nursery costs of additional out of hours care provided for your child and any arrangements made to comfort him/her.