

## Late Collection Fee Policy

This policy is for protection of children who have been left at Willows Day Care Brecon over the agreed collection time or once the day care has closed.

The day care has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal nursery opening hours.

Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent/carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care please call at the earliest opportunity and discuss with the manager/room leader the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

### PROCEDURE

If your child has still not been collected by the end of the allocated time then a charge will be levied for £1.00 for every minute thereafter.

If you are late collecting your child, they will be cared for where possible, by their key person and a senior member of staff (if outside normal operating hours). Your child will be inside the day care and reassured by the staff members. Any specific needs will be addressed.

#### **If your child(ren) remains uncollected 5-10 minutes over the set time:**

Nursery Manager and staff team will be made aware of the situation The parents or carers will be contacted; late stay fees will be collected of £1.00 for every minute

#### **If your child(ren) remains uncollected 10-20 minutes over the set time:**

The manager/staff member will contact the first emergency contact on your child's contact record. Please note this will not happen if the manager/staff member has been successful in contacting the parent/carer due to collect the child. Late stay fees will be collected of £1.00 for every minute

#### **If your child(ren) remains uncollected 20-30 minutes over the set time:**

The manager/staff member will call the second emergency contact on your child's contact record. Please note this will only happen if the manager/staff member was unable to contact the first emergency contact and the parent/carer has not contacted the day care. Late stay fees will be collected of £1.00 for every minute.

These calls will be logged on a full incident record.

In the event of no contact being made after 30 minutes over the set time, the person in charge will ring the Social Services Emergency Duty Team. The manager/staff member in charge and one other member of staff will remain in the building until suitable arrangements have been made for the collection of the child. The day care will inform CIW as soon as convenient.

## ESCALATION

Late fees will be added to your child's account and collected with the next fee invoice. Unreasonable and / or persistent lateness may regrettably result in the day care terminating your booking. Please note that if the manager/deputy manager sees fit she/he may contact the local authority's Duty Assessment Team earlier than it states in the set procedures for advice if necessary.

Contact numbers: Social Services Emergency Duty Team: 02920 788570

This Late Collection Fee Policy for Willows Day Care was passed for use

This policy was adopted by: Summera Zafar	Date: April 2023
To be reviewed: April 2024	Signed: <a href="#">Summera Zafar</a>