

Child Collection/ Drop off and Late Collection Policy

Dropping off

Please let me know in advance if you intend to arrive at a different time to your contracted one. If you arrive unexpectedly early, I may not be ready to care for your child. If you are late, I may have to take children to school/preschool and will not be able to wait for you. Please discuss with me if you need to change your contracted hours.

Collection/Late Arrival

I will only release your child from my care to adults that have permission to collect them. I will, therefore, need you to provide me with a list of people who are authorised to collect. It would be helpful if they are not known to me to include a description/photo for me to keep on file. In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who can give the password. Please discuss this with me if you would like to use this system. You must arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become very distressed if you are late. I know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed for whatever reason please contact me and let me know when you expect to arrive, I will normally be able to accommodate the additional care, however, if I am unable, I will contact other adults from the authorised list and arrange for them to collect. I will reassure the child that you are on your way and if necessary organise additional activities and a meal. If a child is not collected within half an hour [and I have not heard from you] of the contracted time, I will try calling the parents contact numbers. During this time, I will continue to safely look after your child. I will continue to try the parent's contact and emergency numbers, but after 1 hour from the original time, I will have to notify the local authority duty social worker and follow their advice.