

LATE COLLECTION AND NON-COLLECTION (Lower School including EYFS)

Parents agree an arrival time at the Kindergarten/school and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the Kindergarten/school as soon as possible to advise of their situation
- Asking a designated person to collect their child wherever possible
- Informing the Kindergarten/school of this person's identity so the Kindergarten/school can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation
- If the designated person is not known to the Kindergarten/school staff the parent must provide a detailed description of this person, including their date of birth where known. Kindergarten only: This designated person must know the individual child's safety password in order for the Kindergarten to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the Kindergarten/school after a reasonable amount of time e.g. half an hour has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the Vice Principal/Kindergarten Manager that a child has not been collected
- The Vice Principal/Kindergarten Manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails, the emergency contacts will then be contacted as per the child's records
- The Vice Principal/Kindergarten Manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- If the parents still have not collected the child, the Vice Principal/Kindergarten Manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
- In the event of no contact being made after one hour has elapsed, the person in charge will telephone the Social Services Emergency Duty Team
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £25 will be charged to parents. This will pay for additional operational costs that caring for a child outside their normal hours may incur

Social Services Emergency Duty Team:
Colchester Local Office Family Operations Hub (Essex Social Care)
Essex House
200 The Crescent
Colchester Business Park
Colchester CO4 9YQ

(Opening hours 8.45 – 17.30 Mon-Thurs/8.45 – 16.30 Fri) 01345 603 7627

Out of Hours 0345 606 1212

Reviewed/Approved: November 2025
Next Review: Autumn 2026