



Policy Date: October, 2016

Non-Collection Policy

If a child is not collected within 15 minutes of their contracted collection time and a member of staff has not been informed of the late collection, we will check local news and traffic reports and try calling the parents/carers contact numbers. In the event we cannot contact the parents/carers we will try the emergency contact numbers (please ensure you keep us updated on any changes).

During this time, we will continue to safely look after the child.

We will continue to try the parents' contact numbers and emergency numbers every 15 minutes for up to one hour from the original agreed collection time. At this point if we have been unsuccessful in contacting the parents or emergency contacts we are obligated to ring Children's Services MASH (Multi Agency Safeguarding Hub) and follow their advice.

✚ Note, our policy is compliant with Ofsted's National Childminding Standards concerning child safety.

Late Collection Policy

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parent/s are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed for whatever reason please contact us and let us know when you expect to arrive.

This late collection policy will be enforced if a parent is consistently late in collecting their child (i.e. late on two or more occasions per calendar month). York House Childcare is registered to take children between the hours of 07.30 until 18.00. If a child is not collected at their contracted finish time, then the parent/s will incur a "Late Collection Fee". This fee is set out in the contract (signed and agreed before the child attends the setting).

Late collection fees will be added to your monthly invoice.