



Late Collection

The Nurture Circle Ltd. endeavours to ensure that all children are collected by a parent or carer or allocated person at the end of each session. If a child is not collected, and the parent or carer has not notified us that they will be delayed, **we will follow the procedure set out below:**

Up to 15 minutes late

- The Forest School Leader and one member of the team will remain with the child until collected
- When the parent or carer arrives they will be reminded that they must call the Nature Club mobile to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable and at the discretion of the Manager).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Forest School Leader will try to contact them using the contact details on file and inform the company manager of the situation.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Nature Club immediately.
- The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by the forest school leader and be brought down to the designated collection point in the car park
- When the parent or carer arrives they will be reminded that they must call the Nature Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances and at the discretion of the Manager).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers or the emergency contacts provided after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Forest School Leader or the Manager, within the Park grounds if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain within the park grounds due to timescales and/or weather conditions etc., a note will be left with the Oaks Park Café informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number.

- A further message will be left on the parent or carer's telephone and an email sent explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at Nature Club.

Current Fees for Late Collection

Our current fees are £10 for up to and including 30 minutes and a subsequent £10 for every additional 15 minutes thereafter.

Useful contacts

Oaks Park

Sutton Children's Social Care: 020 8770 4799

| This policy was adopted on | Signed on behalf of the company | Date for review |
|-----------------------------------|--|------------------------|
| 07/06/2021 | <i>Geri Weeks</i> | 07/06/2022 or before |