

Attendance, Uncollected child. Late Fee Policy

Policy Statement

As a Pre-School we want your children to have the best start in their educational journey, ensuring that they attend the Pre-School for their correct sessional hours.

Session timings

- Monday to Friday 8:30 – 14:30
- Monday to Friday 9:30 – 14:30
- Monday to Friday 8:30 – 12:30
- Monday to Friday 9:30 – 12:30

The timings stated above children can attend any combination of these sessions, these must be agreed with the management. Unfortunately, due to staffing factors we cannot operate on an Ad hoc basis and all sessions booked must be paid for please see payment policy for further information.

Absence

If your child is going to be absent from Pre-School, we ask that you please inform us either via Family app, or by telephoning the Pre-School and informing us as to why your child is absent.

If you have not contacted us and your child is absent, we will telephone the parents / carers to gather information as to why the child is not in attendance.

Holiday

If you are going on holiday, we ask that you add this to your child's Family account and inform us in writing – message via Family or Email including the following.

- Dates when you will be away.
- where you are going.

Arrival to Pre-School

Drop off times are 8:30 – 8:45am the front door will be closed at 8:45am and will not be opened again until 9:30am. This is to ensure the safety of the children attending the Pre-School from 8:30 as having the door open for extended periods increases the risk of children exiting the building.

The door will open for 9:30 drop off at 9:30 and again will be open until 9:45 when it will be closed for the staffing team to keep all children safe within the building but also to carry out group time activities.

If you are later than 9:45 then please be aware that we may not be available to open the door until after group time at 10:15am. Group time is an essential part of your children's learning at the Pre-School and involves small group activities run by all staff members.

Collection to Pre-School

Collection of children are at the following times and locations.

12:30 from the front door, please stand away from the door and we will hand the children out to you with their belongings.

14:30 from the garden – please use the entrance in the car park.

If it is someone other than the usual person collecting your child, please do the following.

- Inform a member of the staff team either at arrival to Pre-School, via Family or please telephone the Pre-School to inform us.
- Share the set password with person collecting – they will be asked for this and their name before entering the garden area and prior to handing over any child.
- If we are unaware of someone else collecting, we will telephone contacts to gain confirmation of the collection.
- We will not allow children to leave the building unless we are sure they are leaving with a responsible authorized adult.
- Anyone collecting your child must be over the age of 16 years old.

Uncollected child

In the event that a child is not collected at the end of their agreed session time the following procedure will be followed.

Procedure

- Management will telephone the parents / carers if this is unsuccessful, they will.
- Call the emergency contacts in order, until someone is contacted.

If we are unable to make, contact with an authorised adult to collect the child and the setting is closed e.g.15:00 then we will follow these steps.

- Two DBS checked staff members will stay with the child plus a member of management until collection.
- The management will then telephone the Integrated Front Door on 01403 229900
- We will then follow the advice given by the integrated front door as to the next steps.
- Staff will continue to try and contact the parents and or emergency contacts until the child is collected.
- A full written report will be completed.

As a Pre-School we reserve the right to charge parents for the additional time worked at the discretion of the management.

Late Fee

If you are going to be late collecting your child from Pre-School we ask that you telephone the Pre-School to inform us, a late fee maybe issued at the discretion of the management if your child is collected after 12:30 or after 14:45, The late fee is set at £25 per child for the first 15 minutes and then the hourly fee for every hour after, this will be invoiced at the discretion of management. This payment is to cover the additional cost of hire of the building and for the staff staying on to care for your children – There will be a minimum of two staff plus manager within the building at any one point.

This policy was adopted by
Position within the Pre-School

Katy Platt
Manager & nominated individual