

Non-Collection of Child Policy

If a child is not collected within 30 minutes of the agreed collection time and I have not been informed of the late collection, I will try calling the parents' contact numbers and if I cannot get hold of the parents I will try their emergency contact numbers. I will also check the local news and traffic updates to see if there have been any incidents that may have delayed a parent's journey.

While I continue to try calling the parents and their emergency contact numbers, I will continue to safely look after the child, reassuring them of the situation as it may have made them distressed. I will only hand children over to people named on my contact list for the child unless a password system has been agreed and signed by the parents.

After a reasonable amount of time; (usually 1 hour from the original agreed collection time) and unless I have managed to get in contact with a parent or emergency contact and another collection time has been agreed, I will call Children's Services which is in compliance with the Ofsted National Childminding Standards concerning child safety.

I will record these incidents in writing and obtain a signature from the parents. I understand that situations do arise where it is not possible to inform me of a late collection but I record any lateness and absences to make sure no future patterns emerge.

Except for in exceptional circumstances I will have to charge the parent for the extra time I look after the child. As this is not pre-arranged my time is charged at double the hourly rate.

I will keep my contact details up to date and ask parents to let me know of any changes as soon as possible. I usually update my contact records once every 3 months or sooner if necessary.