



AL-ASHRAF

PRIMARY SCHOOL & NURSERY

" Firm roots, branches in the sky "



AL-ASHRAF NURSERY LATE DROP-OFF AND COLLECTION POLICY

Version 1

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Approved By: Nursery Management & HT

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1. LATE COLLECTION OF CHILDREN

We appreciate that there are times when the late collection of children is unavoidable. The late collection policy applies in all non-emergency circumstances. The nursery is open operates the following sessions:

- Morning session- 8:30 till 11:30
- Afternoon session- 12:30 till 3:30
- Full day session- 8:30 till 3:30

Parents who do not collect their children by the end of their session will be **liable for a charge**. Parents are required to notify the nursery administration office of their inability to pick up their child on time, along with an explanation of the circumstances and the anticipated time of collection. A staff member will remain until the child is picked up. Incidents of late collection will be recorded and discussed with parents/carers at the earliest opportunity. If the nursery is not informed, the following charges will apply.

2. ADMINISTRATIVE COSTS

As is the standard practice across other nurseries, parents will be charged a **£10** administrative charge per child if their child is collected **10 minutes** after the end of their session. A surcharge of **£5 for every 5 minutes** will be applied thereafter. In the event of parents repeatedly collecting their child late they will be asked by the nursery to review their collection arrangements, and where deemed necessary, social services may be contacted for further advice.

3. PROCEDURES IF CHILDREN AREN'T COLLECTED FROM SCHOOL

In the unlikely event of a child not being collected from nursery at the expected time and no contact being made with the parents, the following procedure will be applied:

- The child will be reassured and comforted.
- Two members of staff will always remain on the premises with the child. One of these staff members will be the Nursery manager and/or a member of the Senior Leadership Team at school.

- The parents will be telephoned on all available contact numbers.
- If the parents are not contactable, the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or the emergency contact person.
- If no contact has been made with either the parents or the emergency contact person within one hour of the time at which the child was due to be collected, the nursery will contact Social Services for further advice.
- In the event of the Social Services being called and responsibility for the child being passed to a child protection agency, the Nursery manager and/or a member of the Senior Leadership Team will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the setting's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Services department.

4. FAILURE TO PAY FEES

We pursue late collection administrative charges with a strict policy that may result in exclusion if payments are not made on time.

END OF POLICY