

LATE COLLECTION OF CHILDREN: POLICY

1. INTRODUCTION

- 1.1. All children should have left the building by 6.30pm, although of course it is appreciated that there may be occasions when carers cannot help being late (such as a train strike, a signal failure or flooded roads).
- 1.2. If carers have not collected their child by 6.30pm, 12.30pm for Robins pre-school, they (or anyone collecting their child for them) should complete a Late Slip.
- 1.3. If a Late Slip is not completed by the carer (or the person acting on their behalf), a member of staff will complete it and a second staff member will sign it.
- 1.4. A record will be kept of all late collections.

2. PENALTIES FOR LATE COLLECTIONS

- 2.1. A "late fine" is charged if a child is collected after 6.30pm, 12.30pm for Robins pre-school. The fine starts at £5 and increases by multiples of £5 to a maximum of £20 for the fourth and any subsequent late collections.
- 2.2. If a child is collected late more than four times in a rolling three year period, their carer will be given four weeks' notice of the withdrawal of their child's place.

3. APPEALING AGAINST THE WITHDRAWAL OF A CHILD'S PLACE

- 3.1. The carer may appeal to the Family Support Panel against the withdrawal of their child/ren's place
- 3.2. The appeal should contain all the information the Panel will need to make a decision, e.g. evidence that the late collections were beyond their control, and details of what action they took to prevent late collections and what actions they propose to prevent any further late collections.
- 3.3. The appeal must be lodged in writing within five working days of the withdrawal notice to the Chief Executive (or someone acting on their behalf).
- 3.4. The Panel will convene and consider the appeal, which they may agree and thus rescind the withdrawal of the child's place.
- 3.5. Alternatively, the Panel may turn down the appeal and confirm the child's last attendance date if it is believed that (a) the late collections were generally preventable, (b) the carer's plans to prevent any further late collections are unworkable, and/or (c) any action the carer has taken in the past has not prevented continuing late collections.
- 3.6. The carer will be notified of the outcome of their Appeal within five working days of receipt of the Appeal.
- 3.7. If the Panel has not upheld the carer's appeal, the carer may ask the Chief Executive to arrange a review by the Trustees. This request must be in writing and received within five working days of the written notice that the appeal to the Panel has been turned

down. The request should include relevant information, including any mitigating circumstances, etc.

3.8. Three Trustees will review the carer's request for review and their appeal, together with any further written submissions from the senior staff. This discussion may be via email and will consider whether the staff and the Family Support Panel have acted correctly.

3.9. The decision reached by the Trustees is final and must be communicated to the client within five working days of receipt of the appeal.

3.10. If the Trustees agree that the withdrawal of the child's place should go ahead, the carer will be given an additional two weeks' notice so that alternative childcare arrangements can be made.

4. FEE PAYMENTS DURING THE APPEAL AND REVIEW PROCESS

4.1. Fee payments must continue to be made following the withdrawal of a place and/or pending any Appeal. Any arrears during this period may lead to the immediate withdrawal of a child's place pending the Appeal.