



6- Arrival and Departure Policy

There will be occasions when parents/carers, for no fault of their own may not be able to keep to these procedures. Even in these times parents have the responsibility to ensure the pre-school is aware of the situation and the welfare of the child is catered for.

Arrival

Parents/carers should try to bring their children in on time, allowing the children to participate in all aspects of the session.

Parents/carers should bring the child into the pre-school, help their child find their name and hang up their coat. We encourage you to help settle your child in and to inform staff before you leave.

Up to this point the parent/carer is still responsible for the child.

Departure

Parents/carers should try to arrive in time to collect their children. This reinforces the child's confidence about attending the pre-school, and allows staff to share aspects of the session with the parents/carers

Children are then handed over to parents/carers and immediately become the responsibility of their own parent/carer

Morning session times are: 9.00 am until 12:00 noon

Afternoon session times are: 12.30pm until 3.30 pm

Extended morning session: 9.00am until 12.30 pm

Extended afternoon session: 12:00 noon until 3.30 pm

Full day care sessions Monday to Friday 9.00 am until 3.30 pm.

To cancel fee paying sessions we need to have 4 weeks notice and two weeks notice for a child that is in receipt of the FEEE from the local authority that should ideally be in writing to enable us to have time to fill the space.

Please speak to a member of staff if you are having difficulties complying with the above procedures and they will aim to advise you on how the pre-school may be able to meet your changing child care needs, or suggest alternative child care arrangements. If, however, the lateness continues, the pre-school leader will advise the pre-school's committee who will look into the matter further and may take action.

WE GIVE 2 WEEKS GRACE FOR PAYMENT OF LATE COLLECTION FEES. FAILURE TO PAY THESE FEES WILL JEOPARDISE YOUR CHILD'S PLACE IN THE PRE-SCHOOL. CONTINUAL LATENESS, IN COLLECTING YOUR CHILDREN CANNOT BE TOLERATED, AS THIS CAUSES DISTRESS FOR THE CHILD AND CAN BE VERY UNSETTLING. SOCIAL SERVICES MAY ALSO BE INFORMED OF CONTINUAL LATENESS.

Late collection:

Children are expected to be collected from preschool on time within 5 minutes of collection time.

Parents will be charged £5.00 for late collection of children from the preschool. Parents are considered late after 5 minutes have passed. Parents will also be charged a further £5.00 for any ensuing part of the 10 minutes after the first 5 minutes have passed.

For example; children are collected at 12.00, 3.00 & 3.30pm. If the child is not collected five minutes after this pick up time, the late policy will come into effect. i.e Any child collected after 5 minutes (12.06, 3.06 or 3.36pm) there will be a charge of £5.00 and then at 12.11, 3.11 or 3.41pm this becomes £10.

All parents' will be asked to sign the late book which will be kept on record. The preschool allows one 'grace' late pick up; the first time a parent is late we will not charge a fine.



Late/Uncollected Child Procedure

In the event of a child not being collected the following procedures will be followed:

If a child is still in the care of the Pre-School 10 minutes after the session has ended, we will attempt to call the parent/carer. Two members of staff will stay with the child, one to contact the parent/carer and one to re-assure the child and provide activities.

If we are unable to contact the parent/carer after 15 minutes, we will attempt to contact one of the emergency numbers on the registration form. If we are successful in contacting someone, we would have to ask them if they would be able to collect the child and be prepared to take responsibility for the child until the parent/carer could be contacted. This action would be recorded in the Late Book and the person collecting the child would need to sign the Late Book confirming their acceptance of the child. Messages would be left at the Reception Desk for the parent/carer informing them of our action.

If we are unable to contact anyone at the emergency numbers after 45 minutes has lapsed or the named person has declined to take responsibility for the child, we will continue to try to contact the parent/carer. If we are still unable to reach anyone after 45 minutes we will report the situation to

Waltham Forest duty officer at Social Services. Social Services will then advise us on the procedures we need to follow in order to ensure the safety and well-being of the child.

The safety of the child remains paramount throughout the situation and the co-ordinator or fit person will be responsible for actions during the situation. The pre-school/staff will only release your child to an adult/responsible person. By this we mean somebody over the age of 16 years.

IF AT ANYTIME ANOTHER RESPONSIBLE ADULT WILL BE COLLECTING YOUR CHILD, PLEASE INFORM THE PRE SCHOOL AND IF POSSIBLE INTRODUCE THEM TO A MEMBER OF STAFF. JUST AS IMPORTANTLY, PLEASE REMEMBER TO INFORM YOUR CHILD AS IT CAN CAUSE THEM A LOT OF UNDUE DISTRESS.

This policy was agreed at an Under 5s AGM meeting held on...17th...November 2025.

(Date)

Signed on behalf of the preschool...

(Chair)