

Uncollected Child and Lateness

Children must be at nursery by 10am. Children who arrive after 10am are often unsettled and anxious as we begin to get ready for lunch and rest time mid-morning. Structured activities, as well as various other activities, take place from 9.30am so arrival after 10am may result in refusal of access to the nursery, parents may be asked to bring their child back at 2pm or the following morning instead.

If you do not bring your child in for a morning session but plan to bring them in for the afternoon session you must arrive between 2pm and 2.30pm. Parents are not permitted to bring children into nursery any later than this time as it can be very unsettling for them to come in towards the end of the day. It is also important to consider that other children in the nursery can become anxious by parents coming and going from nursery continuously, which is another reason why we restrict dropping off and collecting times.

The nursery officially closes at 5.30pm every day. Parents should allow themselves plenty of time to collect children's belongings and to talk with staff about their child's day. Therefore, we ask all parents to arrive no later than 5.20pm. You are welcome to book an appointment with your child's key person if you need more time to talk about an important issue. It is also possible to exchange information with staff in the mornings. Children may be collected anytime from 2pm onwards.

If you are going to be late to collect your child please contact the nursery as soon as possible so that staff will know what time to expect you. Keeping us updated about your delay will also help relieve your child's anxieties. It is always best to arrange for another person to collect your child, if you are going to be late, ensuring that we are informed of who it will be if they are an unfamiliar person to us.

From September 2021 a fee will be introduced for late collection of children. There will be a charge of £5 for any parent collecting up to 5 minutes late after 5:30pm and an additional £1 added for every minute after the first 5 minutes. For example, if you arrive at 5:31pm you will be liable for a £5 fine, if you arrive at 5:38pm you will be liable for a £8 fine.

Any parent who has a history of lateness will be at risk of having their nursery place withdrawn. Lateness is monitored carefully and, if it occurs three times in one academic year, it could result in the loss of your nursery place permanently.

If we have not had contact from anyone regarding collecting your child by 6.30pm and we cannot contact anyone detailed under your emergency contact numbers then we will contact Lewisham Children's Social Care and follow their advice.

Many thanks for your cooperation with this policy.