

# Late Collection and Non-Collection Policy

If a parent expects to be late picking up their child

- a. They must call the nursery as soon as possible to advise of their situation
- b. Where necessary, a designated adult may be arranged to pick up the child. The nursery will only release a child to a designated adult who knows the 'password' agreed between the parents and the nursery in advance.
- c. Where a designated adult is due to pick up a child, the parents should inform the nursery of the persons identity to enable us to talk to the child where appropriate in order to eliminate any distress caused by the situation.
- d. If the designated adult is not known to the nursery, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time has been allowed for lateness, we will initiate the following procedure

- e. The nursery manager will be informed that a child has not been collected
- f. The manager will check for any information regarding changes to normal routines, parents work patterns, or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home, and work. If this fails, the manager will try the emergency contacts shown in the child's records.
- g. The manager/staff member in charge and one other member of staff must stay behind with the child (if the lateness occurs outside of normal operating hours).
- h. During normal operating times, the nursery will plan to meet staff ratios.
- i. If the parents have still not collected the child, the manger will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.
- j. In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's services emergency duty team
- k. The nursery will inform Ofsted as soon as is convenient
- l. The two members of staff will remain in the building until suitable arrangements have been made for the child's collection
- m. Staff must record he incident in the child's file. A record of any conversations with parents must be made, with parents being asked to sign and date the record.
- n. The child's welfare and needs will be met at all times and to minimise distress, staff will distract, comfort, and reassure the child during the process
- o. In order to provide this additional care, a late fee of £10 per 15-minute period will be charged to the parents. This will pay for any additional operating costs that caring for a child outside their normal nursery hours may incur.
- p. Member of staff must not:
  - Leave the premises to look for parents
  - Leave the premises to take the child home or to a carer
  - Offer to take the child home with them to care for them in their own home until contact with the parent is made
- q. If there are recurring incidents of late collection, a meeting will be arranged with the parents to agree a plan to improve time keeping and identify any further support that may be required.

