

LATE AND NON-COLLECTION POLICY AND PROCEDURE



Our Nursery is open Monday - Friday between 8am and 6pm. Children are sometimes allocated sessions with different start and finish times. These are agreed in advance and form part of the Nursery contract/ terms and conditions.

We understand when there is a real one-off emergency and you cannot get to Nursery on time to collect your child. In these circumstances, we ask you to call Nursery and let us know the situation.

If children are collected late from Nursery, this causes issues with staffing and costs. Therefore, the following Late Collection Fees will be charged where children are being collected late from Nursery.

5 Minutes Late £5.00

5 -10 Minutes Late £10.00

10 – 15 Minutes Late £15.00 and so on.

In the event that an authorised adult does not collect a child, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

1. Parents of children starting at Nursery are asked to provide specific information which is recorded on our Registration Form, including:
 - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given;

- Place of work, address and telephone number (if applicable);
 - Mobile telephone number (if applicable);
 - Names and telephone numbers of adults who are authorised by the parents to collect their child from Nursery
 - An agreed password
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform any member of staff.
 3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they must inform us of the name of the person who will be collecting their child. We agree with parents how the identification of the person who is to collect their child will be verified using the password system. Without the above information and without the nursery being informed of another person collecting **we will not let your child go home.**
 4. Parents are informed that if they are not able to collect their child as planned; they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that in the event that their children are not collected from Nursery by an authorised adult and the staff can no longer supervise the child in our premises – we apply our procedures as set out in our safeguarding children policy.
 5. If a child is not collected at the end of the session, we follow the following procedures:
 - The Messages Board is checked for any information about changes to the normal collection routines;
 - If no information is available, parents/carers are contacted at home or at work or by mobile phone;

- If this is unsuccessful, the adults who are authorised by the parents to collect their child from Nursery and whose telephone numbers are recorded on the Registration Form – are contacted;
- All reasonable attempts are made to contact the parents/carers, for example a neighbour may be contacted or an available member of staff visits the child's home;
- The child stays at the Nursery in the care of two fully-vetted workers until the child is safely collected;
- The child does not leave the premises with anyone other than those named on the Registration Form or on the Messages Board;
- If no one collects the child and the premises are closing, or staff members are no longer available to care for the child, we apply the procedures set out in our Safeguarding Children Policy. We contact our local authority social services department and inform OFSTED
- A full written report of the incident is recorded;
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.