



Late and Non-Collection Policy

Policy statement

The nursery has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal nursery opening hours. Late and Non-Collection causes unnecessary distress to the child.

Late Collection

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care, please call at the earliest opportunity and discuss with the Nursery/Deputy Manager the arrangements for the collection. Little Elms will allow a grace period of 5 minutes after the end time of the session before the late fee will be charged.

Please note that a late stay fee will still be chargeable after the grace period, unless agreed otherwise, for example in exceptional circumstances.

We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, 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 for the nursery to release the child into their care. This is the responsibility of the parent.
- If you are late collecting your child, they will be cared for where possible, by their key person and a senior member of staff. Your child will be inside the Nursery and reassured by the staff members. Any specific needs will be addressed.
- To provide this additional care, a late fee of £1.00 per minute after the grace period, will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Non-Collection

If a child has not been collected from the nursery after a reasonable amount of time, 30 minutes has been allowed for lateness, we initiate the following procedure:

- The Nursery Manager will be informed that a child has not been collected
- The Manager in charge 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 or work. If this fails, the Manager will try the emergency contacts shown on the child's records
- The Manager in charge and one other member of staff must stay behind with the child (if outside normal operating hours). The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the Manager in charge will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record

- In the event of no contact being made after one hour has lapsed, the Manager in charge will ring the local authority children's Social Care Team. The contact details for the relevant local authority can be found on the Child Protection Local Authority Contact Information.
- The child's welfare and needs will be always met and to minimise distress, staff will distract, comfort, and reassure the child during the process

It is the duty of the Manager in charge to ensure the Child's Chronology document is completed in line with the Child Protection Policy and the relevant procedures are followed.

Associated Documents:

- *Visitors and Security Policy*
- *Child Protection Local Authority Contact Information*
- *Child Protection Policy*
- *Child Chronology*