



### **Late collection and non- collection of a child**

All parents need to collect their child from the nursery by the end of their session 6pm or 1pm, parents that collect late will be charged at the following rates:

18:01-18:15: £15

18:16-18:30: £30 and so on

The Nursery Manager has the discretion to cancel a late charge in mitigating circumstances.

#### **If a parent is running late to collect their child:**

- 🌻 Parents should call the nursery as soon as possible to advise of their situation
- 🌻 The parent should ask a designated person to collect the child wherever possible.
- 🌻 Parents should inform the nursery of the 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.
- 🌻 Parents should agree a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (a designated adult).
- 🌻 If the designated person is not known to the team, the parent must provide their full name and description. The designated person must know the individual child's safety password and present ID in order for the nursery to release the child into their care.

#### **If a child has not been collected from the nursery:**

The Manger will be informed that a child has not been collected

The senior member of team on duty will try and contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, they will call the emergency contacts that are shown on the records.

The Manager or team member in charge and one other member of team must stay behind with the child (if outside normal operating hours) During normal operating times, the nursery will plan to meet required team member's ratios if the parents have still not collected the child. The Manager will telephone all contact numbers available every 10 minutes until contact is made; these calls will be logged on a full incident report.

In the event of no contact being made by 7pm the person in charge will ring the local authority children's social services emergency duty team.

The nursery will inform appropriate agencies as required within 48 hours.

The two members of team will remain in the building until suitable arrangements have been made for the collection of the child.

The child's welfare and needs will be met at all times and to minimise distress the team members will distract, comfort and reassure the child during the process.



This policy was updated:	Signed on behalf of the nursery:	Date for Review:
Aug 2024	Julie Coackley Childcare Director	2025