

## **Late Collection and Non-collection Policy**

At Little Oaks Nursery, we work with our parents to provide information about the procedures to follow if they expect to be late to collect their child. If parents/carers are unable to collect their child as planned, they must inform a member of the nursery staff on our contact telephone number provided. Upon this information, this allows the nursery to initiate back up procedures.

Parents are provided with the information below regarding the procedures to follow if they expect to be late. These include:

- For adults who may regularly collect the child whom are not the child's parents, they should be added to the nursery "pick up" list to grant authority for the child to be collected by this person.
- 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 in order for the nursery to release the child into their care. This is the responsibility of the parent.

If it happens without genuine reason more than 3 times in two weeks parents will be advised they risk losing their child's place.

If a child has not been collected from the nursery by the specified leaving time, we initiate the following procedure:

- The nursery manager will be informed that the child has not been collected.
- The manager will check for information regarding any changes to normal routine, parent/carers work patterns or general information. If no information is available, the manager will attempt to contact the parents/carers with the telephone numbers provided for work, home and mobile.
- In the event that this is unsuccessful, the manager will try contact the emergency contacts on the child's registration form
- All reasonable attempts are made to contact the parents/carers or emergency contacts on the registration form.
- If operating outside normal opening hours, the child will remain at the nursery under the care of two staff until the child is collected (manager and staff member). During normal opening hours, the nursery will plan to meet required staff ratios and the manager will telephone all contacts every 10 minutes until contact is made.
- The child will not leave the premises with anyone other than those named on the registration form unless contact has been made with parents and alternative arrangements are made.
- 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

In order to provide this additional care a late fee will be charged at £1.00 per minute after the child's specified leaving time. For late collections after 18.00 hours a further charge of £15.00 may be charged. This includes children attending for Free Early Years Entitlement (FEEE) Sessions.

If the child is still on the premises 45 minutes after the end of the session, we contact the Duty and Advice service to inform Social care of the incident. We will work with social care to identify if there are any mitigating issues relating to the late collection. The manager and staff member will remain with the child until alternative collection or care has been arranged. A full written report is recorded and depending on the circumstances we reserve the right to charge parents for the additional hours worked by our staff.

Name	Contact No
Social Services Emergency Duty Team	0113 3984702 during office hours or 0113 2409536 out of office hours
OFSTED	0300 123 1231.