

Favours Day Nursery Ltd Policy and Procedure Late Collection and Non-Collection of Children

At Favours Day Nursery we have morning, afternoon, short-day and full-day sessions. Parents can collect their child from the nursery flexibly within this time period. We ask them to be no later than the session end time, for example if they attend the morning session, we expect parents to arrive no later than 12.55pm. Charges for late collection are implemented in 5-minute increments, starting from the end of the session time, as detailed in our fee structure terms and conditions. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees remain in place for the allocated session times.

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

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not known to the nursery
- Asking a designated adult from the registration form 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 a photo where possible. 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 5 minutes has been allowed for lateness, we initiate the following procedure:

- The senior on duty will be informed that a child has not been collected
- The staff member in charge will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the staff member in charge will try the emergency contacts shown on the child's records. Where possible, we request two or more emergency contact numbers for each child
- The staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the senior on duty 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 person in charge will ring the local authority children's social services emergency duty team
- The nursery will inform Ofsted as soon as convenient
- The two members of staff 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 staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee will be charged to parents as listed in the current fee structure.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	01604 626938
Ofsted	0300 123 1231

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Written with guidance from the National Day Nurseries Association