

## Late Collection and Non-Collection of Children Policy

At New Beginnings Day Nursery, we have full day sessions between the hours of 8am-6pm. Parents are able to collect their child from the nursery flexibly within this time period. However, we ask them to be no later than the session end time of 6pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still 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 the parent (designated adult)
- 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 a child has not been collected from the nursery 10 minutes after the child's due departure time, we will initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager 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. **Where possible, we request two or more emergency contact numbers for each child**
- The manager or 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 manager 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. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.
- We appreciate that parents sometimes are challenged with a journey home from work which doesn't go to plan. We would urge every parent to ensure that you have authorised collectors in place to collect your child if you are delayed at the end of the session. In some circumstances parents cannot arrange for an emergency collection. For the nursery to provide emergency care we rely on our staff changing plans (often having to make childcare collection arrangements of their own or alter pre-planned appointments after work) to provide this additional care for children not collected by 6pm. We will charge a late fee of £25 for a late collection as an initial charge. Every 15 minutes after the session's closing time a further £25 will be paid. Parents will be notified via parent mail of the late collection fee which has been applied to your account. The late collection fee will be due within 72 hours of the late collection.
- Parent collects between 6:00pm-6:15pm - £25 charge applied
- Parent collects between 6:15pm-6:30pm- Further £25 charge (maximum £50 charge applied)
- Parent collects between 6.30pm-6:45pm -Further £25 charge (maximum £75 charge applied)

**Contact numbers:**

Name	Contact No
Social Services Emergency Duty Team	01708 433 999 (Rom/Rai) 0345 606 1212 (LO)
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date for review
20 <sup>th</sup> February 2026	Joanna Wilkinson	1 <sup>st</sup> September 2026