



Late and Non-Collection of Children Policy

All parents are aware of the fixed end times of our sessions and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation.
- Asking a designated person 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 the distress that may be 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. 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 to share these details.

In the instance of a child not being collected from the nursery after a reasonable amount of time (e.g. 15 minutes), the following procedure will be initiated by staff:

- Inform the nursery manager if 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 parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.

- If the parents still have not collected the child or we have been unable to make contact, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to 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 Children's Social Care Emergency Duty Team and Ofsted to advise them of the situation.
- 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.
- In order to provide this additional care a late fee (as per our Fee Payment Procedure) will be charged to parents. Charges will be rounded up to the next 15 minutes. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur. Parents/carers arriving late will be asked to sign a late arrival form stating the time that they have arrived, along with the reason for the late collection – this will be used to generate any extra charges on your invoice. Reoccurring late collection will be recorded and a meeting organised with the parents. The late collection of children not only causes distress to the child, it impacts negatively on the business, compromises ratios and does not meet the requirements of our liability insurance. **As soon as a child is collected from nursery, they are no longer the responsibility of the nursery and therefore the premises should be evacuated immediately. Please do not allow your child/ren to continue playing on our outdoor equipment as they will not be covered by our liability insurance. Parents must be vigilant to their child's safety whilst vacating the premises, particularly whilst in the parent car park.**

NB* Nursery closes at 6pm each evening and therefore parents wanting detailed feedback need to arrive in good time for discussion before nursery closes.

Contact numbers:

Name	<i>Contact No</i>
Doncaster Children's Social Care Department (MASH)	01302 7377777 01302 796 000 (Out of hours)
Ofsted	0300 123 1231

This policy was adopted on	25 September 2018
Signed on behalf of the nursery	
Signed by nursery owner	
Date for review	September 2026