

32. Late collection and non-collection

All parents agree an approximate arrival time at the nursery 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 password and should bring photographic identification in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time. ½ hour has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager or Senior member of Staff on duty that a child has not been collected
- The senior staff member 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, the senior staff member 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 the Hants Direct 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 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 of [*£10 per 15 minutes or part there of*] will be charged to parents at the Managers discretion, according to the circumstances involved. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	<i>Contact No</i>
Hants direct	0300 555 1384
Out of hours (after 5.30pm)	
Hants direct out of hours (social Workers) (Also For use if child's social worker is unknown)	0300 555 1373
*Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date disseminated to staff	Date for review
04/02/2014	Michele Glide	04/02/2014	04/02/2015
03/03/2015	Michele Glide	03/03/2015	03/03/2016
03/03/2016	Michele Glide	03/03/2016	03/03/2017
03/03/2017	Michele Glide	03/03/2017	03/03/2018
03/03/2018	Sharon Duell	06/09/2018	06/09/2019
17/02/2021	Sharon Duell	17/02/2021	17/02/2022