

Late Collection and Non-Collection

EYFS: 3.73

At **Harwich Connexions Noahs Nursery** we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- 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 a child has not been collected from the nursery after a reasonable amount of time **10mins during the day, 5mins after 6pm, if the parent has not called informing us of their lateness** we initiate the following procedure:

- The nursery manager/deputy/room leader will be informed that a child has not been collected
- The manager/deputy/room leader will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager/deputy/room leader will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager/deputy/room leader will try the emergency contacts shown on the child's records
- The manager/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 half an 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
- Parents/carers that are late collecting children from their session will be charged accordingly, however if they are persistently late (more than 3 times) they will incur an additional fine.

- In order to provide this additional care a late fee of **£5 up to the first 15mins & £10 per 15mins after this** will be charged to parents, failure to pay this fee could result in the reduction of the child's nursery space. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.
- If a parent is 10mins or more late during the day, a standard fee of £2.50 charge may apply. (this would apply to pick up times of 1pm, 4pm & 5pm)
- If lateness is a continual occurrence, then your child's future place could be put at risk.
- Please do not be offended if the member of staff has less available time to talk to you about your child's day, only urgent information will be shared. If you wish to know how your child's day has been please turn up before your child's designated collection time.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	0845 606 1212
Ofsted	0300 123 1231

This policy was updated on	Signed on behalf of the nursery	Date for review
21 st November 2017		21 st November 2018