



Late Collection and Non-Collection Policy

EYFS: 3.4, 3.7, 3.63

At Cheeky Monkeys Day Nursery we have morning, afternoon and all day sessions available. Parents/Carers are able to collect their child from the nursery flexibly within this time period asking them to be no later than their pre booked session end time, for example if they attend the morning session 9am - 1pm then parents/carers need to drop off no earlier than 9 am and collect no later than 1pm. Nursery has strict ratios to follow and rota staff according to bookings. Nursery closes at 6pm so any lateness will be considered out of our normal opening hours and any lateness will incur a higher charge to cover staffing and operational costs. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

We ask parents/carers to follow these procedures 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/carer (designated adult over 18 years of age only)
- 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/carer 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/carer.

If a child has not been collected from the nursery after 15 minutes has been allowed for lateness, we 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/carers 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

- 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/carers 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 of £5.00 for every 10 minutes 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.

For the purpose of this publication the term 'parents/carers' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.

Contact numbers:

Name	Contact No
Starting point (Social care and out of hours team)	01629 533190
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date for review
07/12/2022		07/12/2023