

Late or non-collection policy

Child protection

At Twinkle Toes Day Nursery we expect all parents to follow the agreed plan for collecting their child from nursery (please refer to contract). For us to maintain a **safe** adult to child ratio, it is important for **ALL** parents/carers to collect the children on time.

Procedures to follow if you expect to be late:

- Call the nursery to let them know if the child will not be collected on time.
- Ask a designated adult to collect child where possible.
- Inform staff on the door or call the nursery if another person will be collecting child.
- Agree a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent/carer or designated adult.
- Give a brief description of the adult collecting if nursery is unaware of them or send a photo via email.
- ALL contact information (including emergency contacts) must be kept up to date.

If the child has not been collected from the nursery after a certain time the following procedure will take place:

- The nursery manager will be informed that the child has not been collected.
- Parents will be contacted (**within 10 minutes**)
- If no response from parents, the manager will try to call the emergency contact provided on the contract (**within 15 minutes**)
- All calls made to parents/carers/ emergency contacts will be recorded.
- If no contact is made within **60 minutes** of nursery session finishing, manager will contact the local authority, children's social services emergency duty team.
- Ofsted will be informed as soon as possible.
- Two staff members will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare needs will always be met and to minimise distress, staff will distract, comfort, and reassure child during the process.
- A late fee payment will be charged to parents (**£1 per minute**)
- Fee applies from a minute after the end of the child's session.

Important contact numbers:

Ofsted: 0300 123 1231

MASH: 0203 373 4600

LADO: 0203 373 1462

Policy reviewed by: Sumaya Ahmed (Manager)

Date: October 2023

Next review: October 2024