Abbey Wood Grange Day Nursery

Late Collection and Non-collection Policy

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, 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.

In the instance of a child not being collected from the nursery after a reasonable amount of time, the following procedure will be initiated by staff:

- Inform the nursery manager 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 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 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 the Social Services 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 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 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.

The nursery has an obligation to stay with any uncollected child at the end of the day, until the child is collected.

The nursery must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person and the manager in charge should check this description before permitting the child to leave.

We insist on a reliable contact at all times wherever possible whether parents are on or off site.

A record will be kept of all children who are not collected by the due time. This will note the date, the time at which the child was collected, who collected the child, and the reason given.

In the event that a parent/guardian becomes unavoidably delayed, we would appreciate if they could arrange collection of their child by another previously nominated adult, also to advise the nursery as soon as reasonably possible.

To avoid pressure on our resources, we have a financial penalty system in operation should a child be collected after 6.00 pm.
The fine payment breakdown is as follows:

        6.00-6.15 pm …………………………….. £15.00
        6.15-6.30 pm …………………………….. £30.00
        6.30-6.45 pm …………………………….. £45.00
        6.45-7.00 pm …………………………….. £60.00

If any child is not collected within a reasonable time Social Services have to be contacted in order to protect the child.

Internal use only

Last updated/reviewed	Signed on behalf of the nursery	Date disseminated to staff
February 2014		