

Late Collection

Late collection and non-collection of a child

This policy is for protection of children who have been left at the Nursery over the agreed collection time or once the nursery has closed. The nursery has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal nursery opening hours.

Late collection potentially causes unnecessary distress to a child and incurs additional cost for the nursery. Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting please call at the earliest opportunity and discuss with the manager/senior on duty the arrangements for the collection. Persistent late collection will require a review of your sessions to ensure you are booking appropriately to your needs, and may result in the withdrawal of your child's nursery place in extreme circumstances.

If a child has not been collected at the end of their session they will remain in their familiar room whilst a member of the team calls their parent/carers. After 10 minutes a call will be made to parents/carers, if unable to get hold of the parent the staff member should leave a message asking them to call back. After a further 10 minutes the staff will then call the emergency contacts on file for the child. If contact is made with one of the emergency contacts then arrangements for collection will be made.

If contact with parents/carers and emergency contacts has not been possible, after 30 minutes the manager or senior on duty will seek advice from the 'Integrated Front Door' (IFD), who will make a decision on what action should be taken next.

The manager (or senior on duty) must record the incident on safeguard, and this will need to be shared with Ofsted.