

Late or Non-Collection Policy



Policy Statement

The nursery has a duty of care to ensure that all children are collected safely and on time. Late collection can cause unnecessary distress to a child and disrupt the safe running of the nursery. In the event that a child is not collected by an authorised adult at the agreed collection time, the nursery will follow the procedures outlined below. The child will continue to receive a high standard of care in a safe and calm environment to minimise any distress.

Parents are informed of these procedures so that, in the event of unavoidable delays, they can be reassured that their child will be properly cared for until collected.

Procedure

When a child starts at the nursery, parents are required to provide the following information:

- Home address and contact telephone numbers
- Parents' place of work and contact details
- Names, addresses and telephone numbers of at least two authorised adults who may collect the child
- Confirmation of whether authorised persons can collect without prior notice
- A password to be used for collection by authorised persons
- Details of who has parental responsibility for the child
- Information regarding any person who does not have legal access to the child

The nursery reserves the right to request photographic identification from any person collecting a child and may request a photograph of authorised collectors in advance.

Late Collection

If a parent or carer is running late, they must inform the nursery as soon as possible to allow appropriate arrangements to be made.

If a child is not collected at the agreed time, the following steps will be taken:

- Staff will attempt to contact the parent or carer using the contact details provided
- If unsuccessful, authorised emergency contacts will be contacted
- The child will remain supervised by at least two members of staff at all times

Uncollected Child

If a child has not been collected within one hour of the nursery closing time, and all reasonable attempts to contact parents and emergency contacts have been unsuccessful, the nursery will contact the Local Authority Social Services team in line with safeguarding procedures.

Under no circumstances will staff:

- Leave the nursery premises with the child
- Take the child to search for a parent or carer

The child will remain in the care of the nursery until appropriate arrangements are made by the relevant authorities.

Collection by Unfamiliar Persons

If a person collecting a child is not known to staff:

- The parent must inform the nursery in advance and provide details of the individual
- The individual must provide photographic identification
- The correct password must be given before the child is released

It is the responsibility of the parent to ensure that any authorised person collecting their child is aware of the nursery's procedures.

Late Collection Charges

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Late collection charges will apply in line with the nursery's Terms and Conditions.

