



LATE COLLECTION / NON-COLLECTION OF CHILD POLICY

AIM

At Little Grange Nursery Limited we have morning, afternoon and all-day sessions. Parents can collect their child from the nursery flexibly within this time period. We ask them to be no later than the session end time, for example if they attend the morning session, we expect children to be collected no later than 1pm, and short day 4pm or all-day session no later than 6pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

PROCEDURES

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling or contacting via Family the nursery as soon as possible to advise of their situation and expected time of arrival.
- 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 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 for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time, eg. 30mins has been allowed for lateness, we initiate the following procedure:

- Inform the Nursery Manager if 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/carers will be contacted on the numbers provided for their mobile, home or work. Emails will also be sent to all given email addresses for the child and communication will be sought through our parent communication app. If this fails, the emergency contacts will then be contacted as per the child's records.
- The member of the management team 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.
- 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 form.
- In the event of no contact being made after an hour has lapsed, the person in charge will inform the Assistant Head Pre-Prep or another onsite DSL in their absence to decide a plan of action.
- A decision will be made about who will ring the Integrated Front Door Team to advise them of the situation; - Warwickshire Social Care Referral & Assessment Service: 01926 414 144/ 01926 886 922
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child; care within the boarding house is an available option, however this would be risk assessed on a case-by-case basis to ensure the appropriate supervision can be put in place to meet the needs of the child.
- The nursery will inform Ofsted as soon as convenient.

- The child's welfare and needs will be met always and to minimise distress, staff will distract, comfort and reassure the child during the process.
- If social care has taken the child, then staff may leave the premises.
- A verbal message will be left on the parent(s), carer(s) and emergency contact(s) answerphone if possible, regarding the child's whereabouts. A note will be left at the entrance door to inform the parent(s)/carer(s) of how to contact social care and how to find out where their child has been taken.
- A member of management will continue to contact the parent(s), carer(s) and emergency contact(s) from home if necessary to inform them of their child's whereabouts.
- A late charge will be incurred due to additional costs encountered at a rate of £10.00 for the first 15 minutes, £20 for 15-30 minutes, £50 for 30-60 minutes and each 30 minute increment thereafter.

Review Date: August 2025

Person Responsible: A.Biddlestone