

Late Collection and Non-Collection of Children Policy

At Woodhams Farm Day Nursery we have morning, afternoon and all day sessions. Parents are able to 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 afternoon 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.

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

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Parents are requested to upload a picture of the designated adult that will collect the child onto Family, so that this person can be identifiable on arrival
- The designated adult (where possible) will be asked to provide photo ID to verify their identity before a child can leave with them
- 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 a child has not been collected from the nursery after a reasonable amount of time, allowed for lateness of 10 minutes, we initiate the following procedure:

- The nursery manager will be informed 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 manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will 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 Hampshire Children's Reception team (CRT) on the out of hours emergency duty team number
- The nursery will inform Ofsted as soon as convenient and within 14 days
- 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 of £10 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.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	<p>Hampshire Professionals Line 01329 225379 during office hours 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm on Friday or Inter-Agency Referral online</p> <p>Hampshire Out of Hours service 0300 555 1373</p>

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>April 2024</i>	HDoncom	<i>April 2025</i>