



## LATE COLLECTIONS AND NON-COLLECTION POLICY

### Purpose

We understand that there may be occasions of late collection of a child or unlikely events of non-collection of a child. Procedures covering either event are

### Policy

#### Late collection

All parents agree on an approximate arrival time at the nursery and are informed of procedures on what to do if they expect to be late. The Manager will use their discretion if the late collection of a child is a rare incident, however, if parents/carers are consistently late collecting their children a charge will be added to their monthly invoice. Details of charges are found in the registration documents. Please telephone the nursery if it is safe and legal to do so, if you anticipate being a few minutes late as we appreciate traffic jams, unexpected circumstances can occur, which are beyond your control.

In the instance of a child not being collected from the nursery after a reasonable amount of time beyond the collection time (5-10 minutes) has been allowed for lateness, the following procedure will be initiated by staff:

- 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 home or work. If this fails, the emergency contacts will then be contacted as per the child's record
- 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
- the nursery will not release the child to an unauthorised person unless an authorised person makes contact to state that a different person will be collecting
- the authorised person should give the name and agreed on password to the unauthorised person and the nursery will verify this before permitting the child to leave

#### Non-collection

In the instance of a child still not being collected from the nursery after **30 minutes** has passed beyond the collection time, and the nursery has been unable to contact the parents or emergency contacts, the following procedure will be initiated by staff:

- if the parents/carers 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 the full [Incident record](#)



- it is important not to cause any undue stress to the child at any time. When the parent/carer arrives, staff will expect an explanation, however, this should be dealt with in a courteous manner. Parents are made aware in their terms and conditions that a late collection charge will be levied, at the Manager's discretion. It is important that parents observe our opening, closing and session times strictly to avoid problems arising with our registration, insurance, and staff requirements.
- in the event of no contact being made after **one hour** has elapsed, the person in charge will ring the Social Services Emergency Duty Team (**Harrow Council**) and Ofsted (0300 123 1231) to advise them of the situation.

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 always be met.

### **Associated documents**

- [Incident Record](#)