

## Policy 20

### **Late collection and non-collection**

- 1 all parents agree an approximate arrival time at the nursery and are informed of procedures on what to do if they expect to be late
- 2 any collection after 6 p.m., when the nursery closes, will incur a late charge
- 3 if a parent/carer is more than 15 minutes late collecting their child, the following procedure will be initiated by staff:
  - inform the principal/nursery manager if a child has not been collected
  - the principal/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 records
  - the principal/manager 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
  - 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

- in the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team (01622 696366 / 691640) and Ofsted to advise them of the situation
- 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.