

### Late Collection and Non-collection of a Child Procedure

All parents are informed in regulations, policies and handbooks that they should inform the nursery immediately if they are going to be late.

Late/Non-collection procedure:

- Office staff to telephone or email parents to find out where they are and when the child will be collected
- Room leader of the room in which the child is in to stay with the child along with another member of staff until the parents/carers arrive. Keep the child calm and engaged and offer food and drink if required.
- If parent/carers state someone other than themselves or a named collector is going to collect, forms of identification must be agreed and the Room leader to verify these details on the named persons' arrival.
- With parental permission, a child may be taken home in a fitted car seat by a senior member of staff in a fully insured car where the insurance cover allows use for the transportation of children.
- Room leader fill in the 'Late collection form'. On the form state the child's name, date, time of collection, parents/carer signature and the names of the staff that stayed late.
- Hand form in to the main office at the end of each month so any extra charges can be added to invoices.
- A £5 surcharge will be added to monthly invoices for every quarter of an hour the parent/carer is late without good reason.

If a child has not been collected from the nursery after closing time and the nursery has been **unable** to make contact with the parents/carers within 15 minutes, the following procedure will be implemented:

- The Nursery Manager/Deputy Manager is to be notified of the non-collection of a child.
- A senior member of staff and one other staff member will stay behind with the child.
- All efforts will be made by the senior member of staff to check all nursery records containing information regarding the parents/carers place of work, contact numbers and email addresses etc. in order to make every effort to contact the parents/carers. Any other person with permission to collect the child will also be contacted.
- If the child remains uncollected and parents cannot be contacted, the senior member of staff will telephone all contact numbers recorded on the child's registration form/records every 10 minutes until contact is made or one hour has passed.
- All calls will be recorded on an incident form and the 'late collection form' completed.

In the event of no contact being made after one hour has elapsed, the senior member of staff will ring management to inform them and the relevant local safeguarding team and the relevant regulatory body e.g. Ofsted/CSSIW to advise them of the situation.

**Integrated Access and Referral Team (I-ART): TEL 0300 123 7047**

**Out of Hours Telephone: TEL 01244 977277**

**OFSTED TEL: 0300 123 1231**

The two members of staff (one senior) will remain in the building until the child has been collected. The needs of the child will be managed at all times and any distress will be minimised through appropriate care and activities.