

## 56. Late Collection and Non-Collection

EYFS: 3.73

At La Petite Academy, we expect all parents to collect their child from the nursery before the end of their registered session. 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
- Asking a designated adult to collect their child wherever possible
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent or designated adult
- 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 in order for the nursery to release the child into their care and produce photographic identification. This is the responsibility of the parent.

If a child has not been collected by the end of their session, the parents will be contacted to get some clarity as to why the child has not been collected. If the session ends before the nursery closes, the child will join in their group's routine. If the sessions ends when the nursery closes, the most senior member of staff will stay to make contact with the parents and the member of staff in the group to which the child belongs will stay with the child to reassure them and interact with them whilst waiting to be collected. Both staff will remain in the building with the child until they are collected. If it is not the parents collecting the child, the above procedure applies in regards to having a password and photographic identification if that person is not known to the nursery.

If a child has not been collected from the nursery after a reasonable amount of time has been allowed for lateness or attempts to contact the parents have failed, we initiate the following procedure:

- The Managing Director will be informed that a child has not been collected
- Check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the senior staff member on duty will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the senior staff member will try the emergency contacts shown on the child's records
- The 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 senior staff member 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 local authority children's social services emergency duty team
- The nursery will inform Ofsted as soon as convenient
- 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 for each ¼ of an hour 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:**

<b>Name</b>	<b>Contact No</b>
Social Services Emergency Duty Team	01332 786968
Ofsted	0300 123 1231

<b>This policy was reviewed on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>22<sup>nd</sup> September 2017</i>		<i>September 2018</i>