



NURSERY LATE AND UNCOLLECTED CHILDREN POLICY

Person responsible:	Lisa Taylor
Date approved by governing body:	Nov 2019
Review cycle:	Every 2 years
Date of policy review:	Oct 2021

LATE AND UNCOLLECTED CHILDREN POLICY

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

All parents agree an approximate arrival time at the nursery, as per their child's booked sessions, and are informed of procedures on what to do if they are unavoidably delayed. This includes:

- Calling the nursery as soon as possible to advise of their situation
- Asking a designated person who is named on the child's registration documents to collect their child wherever possible and 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 the distress that may be 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 password in order for the nursery to release the child into their care. This is the responsibility of the parent. An Authorisation to Collect by Phone form must be completed. (Appendix A)
- A late collection fee may be charged to parents to pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

UNCOLLECTED CHILDREN

In the instance of a child not being collected from the nursery, after 30 minutes has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the Nursery Manager/Person in charge 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 parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The Nursery Manager/Person in charge and one other member of staff must stay with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- St Rose's Designated Safeguarding Lead will be notified
- The Nursery Manager/Person in charge will telephone all contact numbers available until contact is made. These calls need to be logged.
- In the event of no contact being made after one hour has lapsed, the person in charge will seek advice from The Front Door (previously known as Children's Help desk). They can be contacted on **01452 426565**
- Two members of staff will remain in the nursery 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

Supporting policies and procedures:

- **ARRIVALS AND DEPARTURES POLICY**
- **SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY**

..... *S. Talwar* Principal Date *7.11.19*

..... *[Signature]* Chair of Governors Date *7.11.19*

APPENDIX A

AUTHORISATION BY PHONE TO COLLECT A CHILD (OTHER THAN PARENT/CARER)

If a parent/carer phones to inform the nursery that someone else will be collecting their child the following details must be obtained. Remind them that a password must be given to the person collecting allowing access to the nursery; they will be asked for Photographic I.D and all information regarding their child's day will be passed on to them. The parent will be expected to sign the bottom of this form when next available.

Name of Child _____

Date of Collection _____ Time of Collection _____

Full Name, Address and Contact number of person collecting child

Relationship to Child _____

Password _____

Reason for Collection by other _____

Name of staff member taking message _____

Staff Signature _____

Date of Message _____ Time of Message _____

Person Collecting the Child

Signature of Person collecting child _____ Date _____ Time _____

Person handing child over

Staff Name _____ Staff Signature _____

Date _____ Time _____

Signature of Parent/Carer (Retrospectively) _____ Date _____