

Late and non-collection of child policy

Introduction

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. This includes:

- Calling the nursery as soon as possible within 15 mins of their collection time to advise of their situation
- Asking a designated named person to collect their child wherever possible
- 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 safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time e.g. 20 minutes has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager /manager on duty 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 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
- If the parents 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 a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Police 101. Alternatively Contact the child's named Social Worker or Duty and assessment team.
- After 4.30pm Contact the emergency 'Out of Hours' team on Telephone No. 0161794 8888 – This will give you a named Duty Social Worker. The Social Worker will usually try and place the child with a foster carer or relative.

- 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
- Notify Ofsted to advise them of the situation within 14 days.
- In order to provide this additional care a late fee of £5 per every 15 minutes or part thereof 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:

Social Services Duty and Assessment Team - BRIDGE (8:30-4:30): 0161 603 4500

OFSTED: 0300 123 123 1231

Out of Hours' emergency duty team - (After 4:30pm): 0161 794 8888

This policy was updated: 29 April 2024

Signed on behalf of the nursery managers

Reviewed by: Debbie Evans, Val Worrall, Joanne Kirk, and Angela Jones, Sukwinder Singh

Date of Next Review: April 2025