

# Uncollected and Late Children

## **Policy Statement**

The children's welfare is of paramount importance and incidents of children not being collected or collected late are taken very seriously. Parents are informed of the nursery opening times upon registration. A copy the Nursery Operating Calendar is provided on registration and can also be found on the nursery website and in the nursery lobby.

Parents are advised upon registration to contact the Nursery as soon as possible if they are unable to collect their child or if feel that they may be collecting their child late. The nursery contact number is 0118 378 4128/4173.

## **Procedure for an Uncollected or Late Collected Child**

On registration parents are required to provide the nursery with the following information:

- Home address and telephone numbers.
- Place of work/University Department, address and telephone number
- Mobile telephone numbers
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

We ask that if parents are aware that they will not be at home or in their usual place of work they inform the nursery of how they can be contacted or who must be contacted in their absence.

If a parent contacts the nursery to inform them of a late collection the person responsible for the nursery must record the expected time of arrival and ensure that 2 practitioners are present at all times, one of which must be paediatric first aid trained and in a supervisory/management role. Where possible the child's Key Person will remain with the child. The appropriate adult: child ratios must also be maintained. While waiting for the parent a normal routine should be in place and the child supported as needed.

On occasions where the parent or persons authorised to collect the child, are not able to, the parent must give a description of the person and their full name before we will allow them to collect the child. This person will not be granted access to the nursery without photo identification (please see Arrival and Collection Policy).

In the event that the parent has failed to contact the nursery, the key person or the person responsible for the nursery will attempt to contact the parent on all contact numbers to establish an expected time of collection.

If no contact can be made the person in charge will contact those recorded as emergency contacts on the child's records to try to arrange for the child to be collected if the parent has given written permission in the child's Personal Details pack. In the event that the emergency contact agrees to collect the child practitioners will continue to make contact with the parent until the emergency contact arrives. If practitioners cannot speak directly with the parent a message will be left if possible.

If contact cannot be made with either the parents or emergency contacts within 30 minutes after the nursery is due to close we are legally obliged to inform the Social Care Duty Officer.

### **Informing the Social Care Team**

In the event that the Social Care Team need to become involved the following information will be shared with them:

- Child's full name and date of birth
- Home address, including contact numbers
- Parents place of work/study
- Medical information necessary to assist the care of the child, this may include allergies and dietary requirements
- Summary of the child

A full written report of the incident is recorded in the child's file and Ofsted may be informed.

### **Late Collection Fines**

Late collections will incur a fine as per the Nursery Fees Schedule; this fine is to cover costs incurred as the result of late collection. The current cost of this is £15 per 10 minutes,