



## Late Collection

This policy is for protection of children who have been left at the Nursery over the agreed collection time or once the nursery has closed.

The nursery has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal nursery opening hours. Late collection causes additional overhead and cost for the nursery and potentially unnecessary distress to a child.

Children remaining in our care after the agreed collection time or after normal opening hours must be supervised by a minimum of two members of staff, one of whom must be qualified.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child/ren in our care please call at the earliest opportunity and discuss with the manager/deputy manager the arrangements for the collection. Please note that a late fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

## Procedure

All parents/carers will be given a five minute grace period on late collection of their child. If your child has still not been collected 5 minutes after the session has ended then a late fee of £1 per minute will be charged until the child is collected. Any specific needs will be addressed for the child as it would during a normal session.

## Policy

Children are only to be collected by parent/carers or persons stated on their registration form.

- In the case of looked after children we will seek guidance from the Local Authority or Foster parents as to who is permitted to collect the child.
- If a stranger or barred person tries to collect a child under the care of the Local Authority, we will treat the incident as an intruder in the building.
- Parents/carers must inform the nursery if anyone else is collecting their child for any reason.
- If we haven't met the collector before we would ask parents/carers for a password the collector can use for security purposes.
- If a person unknown to staff arrives to collect a child without us being informed beforehand, they will be asked to wait away from the children while parents are contacted to give permission.
- If parents/carers are separated or divorced, we can only refuse permission for one parent to collect their child if a court order is in place and we have a copy of this.
- Staff will not allow a child to leave the nursery with a parent/carers who appears to be under the influence of alcohol or drugs.
- In the case of a child not being collected within their session time, we will make every effort to contact those stated on the registration form. We would expect carers to contact us if they expect to be late collecting for any reason.
- If the child has not been collected within one hour of their normal collection time and no contact has been made from parents/carers or others on the registration form, we are required to contact Social Services who will make alternative arrangements for the child.