Updated 06/01/2023

Review date 06/01/2024

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Nursery Manager

**4.4 Late Collection / Uncollected Children**

If a child is not collected at their normal time, the staff will:

* Inform the Manager or person in charge if a child has not been collected.
* The Manager or person in charge and one other member of staff must stay behind with the child if the setting is closed.
* If, after 15 minutes have passed since the end of the child’s session, the parent/carer still has not collected the child, the practitioner will telephone the contact numbers available. If parent/carer cannot be reached then the emergency contacts will be called
* If, after 30 minutes, no contact has been made with any of the emergency contacts, the practitioner will inform the Manager or senior person in charge, and Social Services Emergency Duty Team will be advised of the situation, as will the police if management deem it necessary.

**Telephone number: 0330 222 6664 Out of Hours Service**

* Two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
* The Manager or person in charge should be made aware of the late collection, and at their discretion a fee may be charged.

A charge is applicable for late collection as this covers the cost of the staff supervising that child. Staff should make aware that all parents/carers should make alternative arrangements for the collection of their child if they know that they are going to be late picking up their child.

**Appendix a**

**Late collection form**

In the event of your child being collected late (i.e. after the agreed collection time) we ask you to sign this form. Late collections will incur a late collections charge of £10.00 at the discretion of the nursery management team.

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| --- | --- | --- | --- | --- | --- |
| **Date** | **Child’s name** | **Agreed**  **collection**  **time** | **Actual**  **collection**  **time** | **Reason for late collection** | **Staff signature** |
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| --- | --- |
| Area | Nursery Provision |
| Policy or Procedural Guidelines Title | Late Collection / Uncollected Children |
| New or Existing Policy/Service? | Existing |
| Name and role of Reviewer | Kellie Ralph  Nursery Manager |
| Date | 06/01/2023 |