



Little Swans Day Nursery Late Collection and Non-Collection Policy

Reviewed By: Samantha Tranter Nursery Manager

Date Reviewed: May 2020

At Little Swans Day Nursery, we expect all parents to agree an approximate time to collect their child from the nursery, within the operating hours of 7.30am – 6pm with expectation on the last Thursday of each month when the nursery closes at 4.45pm for our monthly staff meeting.

We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing two safety passwords with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult 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 any distress caused by the situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description, including their date of birth where known. This designated person must know the individual child's safety passwords in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time, which will be half an hour over the specified pick up time, we initiate the following procedure:

- The nursery manager or assistant manager will be informed that a child has not been collected
- The manager or assistant manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records (it is the responsibility of the parent to ensure contact details are correct and updated at the nursery)
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will 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 local authority children's social services emergency duty team (CASS) – 0121 303 1888

Emergency out of hours: 0121 675 4806

- The nursery will inform Ofsted as soon as convenient
- 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

- In order to provide this additional care a late fee of (refer to late fee charges) 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.

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Little Swans Day Nursery Late Collection Fees August 2019

A late fee may occur if a child fails to be picked up from Little Swans Day Nursery at the end of the session they have attended. Management will review each individual case and decide the action to be taken with consideration to children staff and parent/s as to whether a late fee will incur.

Please note: the nursery closes at 4.45pm on the last Thursday every month for staff training. Late collection charges will apply from 5pm. This early closure is reflected in fees; parents do not pay for this hour of training. Therefore, late fee procedure times are shown on the right-hand column for this day.

Late Fee Charge Monday to Friday Weekly

Morning Session

12.31- 12.40pm -£5.00p

12.40-12.50pm - £10.00p

12.50 – 1pm - £20.00p

1pm onwards management discretion

Afternoon Session / Full Day

6.01pm – 6.10pm £5.00P

6.10pm – 6.20pm £10.00P

6.20pm – 6.30pm £20

6.30pm onward management discretion

Late Fee Last Thursday of Every Month/Staff Training

5.01pm – 5.10pm £5

5.10pm– 5.20pm £10

5.20pm – 5.30pm £20

5.30pm onward management discretion

Late collection charges will be due for payment the first Friday following late arrival pick up. If a child fails to be collected within 1 hour of the end of the session and no message has been received the safeguarding procedures for late collection or none collection are implemented.