



Little Swans Day Nursery

Late Collection and Non-Collection Policy

Reviewed By: Elaine Boulton Nursery Owner

Date Reviewed: May 2018

At Little Swans Day Nursery, we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password 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 password in order for the nursery to release the child into their care. This is the responsibility of the parent.
- After the event, the parent must complete a Collection Consent Form stating they gave permission for someone other than a specified adult (listed on child's entry record) to collect their child from the setting.

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 will be informed 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 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
- 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

Little Swans Day Nursery

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
- 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.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team The Elms House, Belvidere Avenue, Shrewsbury SY2 5PE Or Birmingham City Children's Services Emergency out of hours	01743 244 197 0121 675 4806
Ofsted	0121 444 0515

This policy was adopted on	Signed on behalf of the nursery	Date for review
May 2018	Elaine Boulton	May 2019



Little Swans Day Nursery Late Collection Fees June 2017

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. 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

Full Day/Afternoon Session	Morning Session	Late Fee Last Thursday of Every Month/Staff Training
6.01pm – 6.10pm £5	1.01pm – 1.10pm £5	5.01pm – 5.10pm £5
6.10pm – 6.20pm £10	1.10pm – 1.20pm £10	5.10pm – 5.20pm £10
6.20pm – 6.30pm £20	1.20pm – 1.30pm £20	5.20pm – 5.30pm £20
6.30pm onward management discretion	6.30pm onward management discretion	6.30pm 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 30 minutes of the end of the session and no message has been received the safeguarding procedures for late collection or none collection are implemented



Appendix A

List of information which may be required by Contact Centre/Social Care in the event of a child being referred as not having been collected:

- Childs details
- Name
- Date of birth
- Address
- Gender
- Ethnicity
- Religion
- First language or communication needs
- Medical needs
- Dietary requirements

Brief outline of incident:

.....

Name role and contact details of referrer:

.....

Parent/carer/emergency contact details:

Name.....Address.....Contact

Telephone Numbers.....

Any current/previous child protection concerns:

.....

Any previous incidents of child not being collected:

.....



Appendix B

For use when a child has not been collected more than 15 minutes late, without alternative transport arrangements having been made.

Date:

Name of Parent/Carer:

Address:

Dear

As you are aware was collected late from nursery on I would like to remind you that in order to safeguard the welfare of your child the nursery is obliged to implement our Late Collection Procedure, based on that of the local authority for children not collected on time at the end of the nursery day.

If you are regularly late to collect your child or if you are at any time more than Minutes late to do so, we are required to contact social care to report this and ask their advice. If after minutes you cannot be reached, social care may make arrangements for your child to be taken to safe place.

I do apologise for the heavy tone of this letter but I wish to make you aware that we are obliged by law to meet the Child Protection regulations for nursery and our Late Collection Procedure is important in helping us to meet some of these obligations.

Little Swans Day Nursery

Please do speak with either myself or your child's room supervisor if you are currently experiencing difficulties in collecting your child, or if you would like to discuss this further.

Thank you very much for understanding.

Yours Sincerely

Nursery Manager Sam Tranter (Child Protection Designated Person) / Elaine Boulton Nursery Owner



Appendix C:

For use when alternative transport arrangements have been made with the parents/carers verbal consent only

Date:

Name of Parent/Carer:

Address:

Dear

This letter is to document that as you were not able to collect From nursery on you gave your consent via telephone for to take him/her home. This was noted by the nursery on a Collection Consent Form and this arrangement was carried out in order to safeguard the welfare of your child. I would be grateful if you could come to the office and sign this form as soon as possible to confirm that this arrangement was made at your request and with your consent, and to discuss the reason(s) for Not being collected, if you have not already done so. Thank you very much.

Yours Sincerely

Sam Tranter nursery manager and Child Protection Designated Person/**Elaine Boulton nursery owner**



Appendix D:

For use when a child has not been collected within 30 minutes with no contact made from an adult to the setting and where Social Care has been contacted

Date:

Name of Parent/Carer:

Address:

Dear

..... was not collected from nursery on and we were unable to contact you or the emergency contacts.

As a result, in order to safeguard the welfare of your child the nursery was obliged to implement the procedure for children not collected at the end of the nursery day/session.

This procedure involved us contacting Social Care in order that arrangements could be made for your child to be taken to a safe place. I am sure that you will appreciate the importance of providing for your child in these circumstances.

I hope that the reasons for your child not being collected are not serious but would ask you to contact the nursery as soon as possible to discuss the matter further.

Yours Sincerely

Sam Tranter Nursery Manager Child Protection Designated Person / **Elaine Boulton**
Nursery Owner



Appendix E:

For use by management and or child protection designated person every time a parent/carer is 5 minutes late or more to collect a child after the first occasion

Late Collection Log Management and or (designated child protection lead)
Please complete this running log for every child not collected within 5 minutes of the end of the nursery day/ session/ activity.
<i>Please file all late collection slips on one place and check through this log regularly for repeated patterns which may indicate an underlying problem.</i>

Date:	Time:	Class:
Name of child:		
Name of staff member:		
Reason given for late/no collection:		
Arrangements made:		
Social care / external agency contacted?		
Signature of child protection lead:		
Signature of Parent:		

Date:	Time:	Class:
Name of child:		
Name of staff member:		
Reason given for late/no collection:		
Arrangements made:		
Social care / external agency contacted?		
Signature of child protection lead:		
Signature of Parent:		

Date:	Time:	Class:
Name of child:		

Name of staff member:	
Reason given for late/no collection:	
Arrangements made:	
Social care / external agency contacted?	
Signature of child protection lead:	
Signature of Parent:	



Little Swans Day Nursery Collection Consent Form

I gave my consent for
to pick up my child from the nursery on (date day
and time) as I was unable to get there at the
allocated pick up time.

Parent / Carer Signature:

Print Name:

Time:

Date:



Little Swans Day Nursery Collection Consent Form

I gave my consent for
to pick up my child from the nursery on (date day and time)
..... as I was unable to get there at the allocated
pick up time.

Parent / Carer Signature:

Print Name:

Date:



Little Swans Day Nursery Collection Consent Form

I gave my consent for
to pick up my child from the nursery on (date day
and time) as I was unable to get there at the
allocated pick up time.

Parent / Carer Signature:
Print Name:

Date:



Little Swans Day Nursery
Late Collection Log

Childs Name:
Class:

Contact Name and Number:
Time:

Contact Name and Number:
Time:

Contact name and Number:
Time:

Contact Name and Number:
Time:



Little Swans Day Nursery
Late Collection Log

Childs Name:
Class:

Contact Name and Number:
Time:

Contact name and Number:
Time:

Contact Name and Number:
Time:

Contact:
Time:



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Page 9 Consent form for parent to sign after they have given emergency verbal consent for another person to pick up their child that may not be on the list as an emergency contact

Page 10 Late collection log to record and time the calls made to parent and emergency contacts when a child has not been picked up from the setting



Order of Use

Page 8, 10 and 3

If a child has been late on more than one occasion please use this record to log details. Get the parent to sign on pick up and keep in a safe place at the nursery. They must also be handed a late collection fee letter to remind them they will start to be charged. Page 10 is to record any phone calls you have made trying to establish contact.

Page 5

This letter must be given to parent/carer the day after late collection or the next occasion the child attends the setting

Page 6

This letter is for a parent to sign the day after late collection and must be kept on file in a safe place at the nursery

Page 9

This letter is to be signed by the parent the day after late collection or when the child next attends the setting to say that the parent / carer gave permission verbally for another person other than written contacts on file to pick up their child. To be kept at the nursery in a safe place

Page 4

Gather information on this form about the child and situation before contacting social services

Page 7

Letter to be given to parent/carer the first available opportunity after social services have been notified of their failure to pick up their child from the nursery