



Nursery Late Collections Policy

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Abstract: This policy sets out the mechanisms that will take place if a child is not collected on time from nursery.

Approved by:

Mrs M Young

Chair of Governors

Approved by:

Mrs J Watson

Headteacher

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There are always the odd occasions when a parent/carer is held up, or an emergency occurs and they are not able to collect their child on time, due to circumstances beyond their control. We are sympathetic to the circumstances that may arise and will always seek to support families and provide a safe and secure environment for an uncollected child. However, when there is persistent late collection, we see an impact upon a child's emotional well-being and levels of distress. It also becomes difficult for staff to meet the full requirements of their duties and the quality of provision for the other children can suffer as a result. This policy outlines the procedures we follow when a child is not collected on time.

Additional emergency contacts

Lent Rise Nursery requires the parent/carer of a child to provide the names of at least two adults over the age of 16 years who they consider suitable to collect their child in their absence or in the event of an emergency. An emergency can include a child becoming ill at nursery. Persons who have been recorded by the parent/carer on the child's registration form will be permitted to collect a child if the parent is unable to do so or if they are not present at the normal collection time. They must provide a password if asked to do so and will not be permitted to take the child if they are unable to do so.

Children will not be permitted to leave the nursery in the care of a person under the age of 16 years, or a person who appears to be under the influence of alcohol or drugs or who presents unwanted behaviour towards any member of staff or the child.

Late collection

Lent Rise Nursery will follow a step-by-step procedure after 15 minutes of non-collection. The nursery will make every effort to contact a parent/carer if they do not come on time to collect their child. Failing to make contact with a parent/guardian, the nursery will then try contacting the adults on the emergency list. It is crucial that parent/s carers let the nursery know if they will be late to collect their child so that the child is not worried.

Late collection charge

As staff are required to stay after their normal working hours there will be a late payment charge for this unexpected event. A charge of £5 per 15mins or part thereof may apply.

Uncollected children

All collections of children are guided by the general procedure in the nursery ie: a child /children may only be collected by a recognised person, unless prior permission has been given. If parents/carers are 30 minutes late in collecting their child and the nursery staff have been unable to reach parents/carers and emergency contact, it will be assumed that an emergency has arisen. In this event Buckinghamshire First Response and or emergency services will be contacted and advised that a child has not been collected from nursery, along with steps taken to contact the parents/carers and emergency contacts.

Persistently late collections

Parents who are persistently more than 10 minutes late will be expected to meet with the Headteacher and any difficulties discussed. We are always happy to accommodate parents and support their circumstances wherever we can. It may be that we can offer a meeting with fellow professionals who are able to offer support for families who may be experiencing difficulties. The children's well-being is always at the heart of the decisions we make. We will not expect a child/children to wait more than 30 minutes in the nursery, unless in exceptional circumstances, after speaking to a parent/carer.