

Blue windmill Nursery

Late Collection and Non-Collection Procedure

Policy statement

Children must be collected by the agreed time. Where a parent or authorised adult is delayed, the nursery will ensure that the child remains safe, appropriately supervised and reassured until suitable collection arrangements are made.

Parents must contact the nursery as soon as possible if they expect to be late.

When a child is not collected

If a child has not been collected at the agreed time, staff will:

- inform the manager or senior member of staff in charge;
- reassure the child and continue to meet their care needs;
- check whether the nursery has received a message or amended collection arrangement;
- telephone the parents or carers and then the child's authorised collectors and emergency contacts;
- record the times of calls, messages and any information received.

The child will remain on the nursery premises with two members of staff, one of whom should be the manager or senior person in charge where reasonably possible.

If contact is made

Where contact is made, staff will confirm:

- the reason for the delay;
- who will collect the child;
- the anticipated collection time;
- that the collecting adult is authorised and knows the collection password where required.

The child will only be released in accordance with the nursery's collection arrangements.

If no contact can be made

If no parent, authorised collector or emergency contact can be reached, staff will continue making reasonable attempts to establish contact.

Where the nursery remains unable to contact anyone and has concerns about the child's welfare, the manager or senior person in charge will seek advice from Warwickshire Family Connect or, outside normal working hours, the Emergency Duty Team.

The current out-of-hours Emergency Duty Team number is:

01926 886922

Where there is immediate danger or an emergency, staff will call **999**.

The nursery will follow the advice given by children's social care or the police. Staff will not leave the child alone or take the child to their own home.

Collection

When the child is collected, staff will:

- confirm the collector's identity and authority;
- record the actual collection time;
- explain any action taken;
- ask the parent or collector to acknowledge the late collection where required.

Two staff will remain until the child has been safely handed over.

Repeated late collection

Repeated lateness will be discussed with the parent or carer. The nursery will seek to understand any difficulties and agree how timely collection will be achieved.

Where repeated or serious late collection raises concerns about the child's welfare, the nursery will consider whether action is required through its safeguarding procedures.

The nursery may charge a late-collection fee in accordance with its current fees and terms.

Recording

The nursery will record significant late or non-collection incidents, including:

- the agreed and actual collection times;
- attempts to contact parents and emergency contacts;
- explanations received;
- advice sought;
- action taken;

- the person who collected the child.