Late or Non-Collection Policy

Policy

In the event that a child is not collected by an authorised adult within their expected time of collection the nursery will follow the following procedures. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, or unable to collect at their expected time they will be reassured that their children will be properly cared for.

The nursery has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal nursery opening hours. Late collection potentially causes unnecessary distress to a child.

Procedure

When a child first joins the setting the nursery ask the parents to provide the following to assist us with the prevention of late collection:

- Home address and telephone number (this can be a landline or mobile)
- Parents place of work, address and telephone number (preferably a landline)
- Names, addresses and telephone numbers of two authorised adults who can collect their child from the setting. Parents must state whether the authorised person is able to collect without prior consent given.
- A password in which authorised people collecting the child will be told by the parent and asked for upon arrival by the person in charge on site. We also reserve the right to ask for a photograph of a named collector.
- Who has parental responsibility for the child (Birth Certificate)
- Information about any person who does not have legal access to the child.

We appreciate that sometimes there may be circumstances beyond parent/carer control affecting the prompt collection of their child. If parents know they are going to be late collecting their child they are required to contact and inform the nursery at the earliest opportunity and discuss alternative arrangements for collection of their child.
In the event of late or non-collection of a child by an authorised adult the main concern of the staff will be for the safety and welfare of the child. The nursery will put into practice agreed procedures to ensure that the child continues to receive a high standard of care in order to cause as little distress as possible.

If the designated person is not known to the nursery staff the parent must provide a detailed description of this person and provide the nursery with a photograph where possible. If this is not possible, then the individual must have photographic ID with them when they collect the child. 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.

© 2022 Monkey Puzzle Day Nurseries Ltd – all rights reserved
Internal Use Only

Late or Non-Collection Policy

In the instance of a child not being collected from the nursery after a reasonable amount of time *has* been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager that a child has not been collected
- Parents will be contacted on the numbers provided. If this fails, the emergency contacts will then be contacted as per the child's records.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours).
- In the event that 1hr has passed and the nursery has exhausted all efforts in contacting the parents/guardians and emergency contact numbers, the setting is legally required to contact their Local Social Service team.
- Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.

Linked Policies

Safeguarding Policy

© 2022 Monkey Puzzle Day Nurseries Ltd – all rights reserved
Internal Use Only