

Late Collection / Non-Collection Policy

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Record of Alterations

Version 1.0 Original

Approved by Chris Sellers

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AIM

At The Mount Nursery, we offer morning, afternoon, and all-day sessions. We allow flexible collection within the session times, but we ask parents to ensure that children are collected no later than the session end time. For example, if a child is attending a morning session, they must be picked up by 12:30 pm or for afternoon or all-day session by 6:00 pm. We understand that some parents may choose to collect their child earlier, which is acceptable, though the full session fees will still apply.

PROCEDURES

Parents are informed of the procedures to follow if they expect to be late, which include:

- Calling or messaging the nursery via Family as soon as possible to notify of their situation and expected time of arrival.
- Arranging for a designated adult to collect their child if necessary.
- Informing the nursery of the designated person's identity so staff can talk to the child and reduce any potential distress.
- Providing a detailed description of the designated person if they are not familiar to nursery staff, including the date of birth where possible. The designated person must know the child's safety password in order for the nursery to release the child into their care. It is the parent's responsibility to provide this information.

In the event a child is not collected after a reasonable amount of time (e.g., 30 minutes), the following procedures will be initiated:

- The Nursery Manager is informed.
- Staff will check for any information regarding changes to normal routines, work patterns, or general information. If none is available, the parents/carers will be contacted via their provided contact details (mobile, home, work). Emails will also be sent, and messages will be sent through Family.
- If no contact is made with the parents/carers, the emergency contacts listed on the child's records will be called.
- Two members of staff, will remain with the child if the incident occurs outside normal operating hours. If within operating hours, staff ratios will be adjusted accordingly.
- Staff will make repeated attempts to contact parents/carers every 10 minutes, logging each attempt on an incident record form.



- If no contact is made after one hour, the person in charge will inform the Headteacher or Deputy Headteacher to determine a plan of action.
- A decision will be made about who will contact the Local Authority (if necessary) to advise them of the situation:

Local authority children's social care referral team(s) (24 Hours)
01484 414960

- The two members of staff will remain with the child until appropriate arrangements are made for collection. If necessary, the boarding house may be considered as a temporary option, though this would be risk assessed to ensure suitable supervision is available.
- The nursery will inform Ofsted as soon as convenient.
- Throughout the process, the child's welfare will be prioritized. Staff will distract, comfort, and reassure the child to minimize distress.
- If social care takes the child into their care, staff may leave the premises.
- A verbal message will be left on the parents', carers', and emergency contacts' voicemail regarding the child's whereabouts. A note will also be left at the entrance door to explain how to contact social care and locate the child.
- A member of management will continue to attempt contact with parents, carers, and emergency contacts from home if necessary, to inform them of their child's whereabouts.

Late Collection Charges

Due to the additional costs incurred from late collection, a late fee will be charged as follows:

- £10.00 for the first 15 minutes
 - £20.00 for 15-30 minutes
 - £50.00 for 30-60 minutes
- Additional charges will be applied for every subsequent 30-minute increment.

Thank you for your cooperation in helping us ensure the safety and well-being of all children in our care.

