



Kiddie Kapers Nursery and Little Rays Nursery



Late collection and Non Collection Policy

Statement of intent

In the event that a child is not collected by an authorized adult at the end of nursery session/day, the Nursery Manager/Deputy or Room Leader puts into practice agreed procedures. This ensures the child is cared for safely by an experienced and qualified practitioner who is known to child.

Aim

In the event that a child is not collected by an authorized adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parent/s carers of our procedure so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedure

If a child is collected late the Key Person needs to take a decision; is this an exceptional occurrence or has this parent been late regularly?

If it is one-off and there is a good reason, especially if they called to let us know, we will waive the late charge.

Otherwise, the parent should be asked to sign the register showing the time they entered the room and will then be charged.

If a parent has not arrived 10 minutes after the end of the session we will try to contact them. If we cannot reach them we will try again after a further 10 minutes. If we still cannot reach them we will use the emergency contacts.

If we cannot contact anyone to collect the child we will always look after the child.

If this is at the end of the day 2 members of staff will need to stay with the child. If you have waited 30 minutes and have not managed to reach anyone on the contact list you need to call **social services** on **03000 411111**. We do not take a child home with us. You can always call the manager or deputy for support.

This policy will be reviewed at least annually to ensure that it is relevant and serving the interests of children, their families and staff.