



Kiddie Kapers Neighbourhood 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 continuously and will also call anyone given as an emergency contact.

If we haven't been able to contact anyone after 30 minutes of continuously trying then we will call **social services** on **03000 411111**.

If this happens at the end of the day two members of staff will always stay with the child. We do not take a child home with us. You can always call the manager or deputy for support.

If you are late on three occasions then you will be asked to come in to meet either the room leader or the nursery manager to discuss any problems you are having and try to find a solution to ensure that you are collecting on time.