



Late Collection and Non-Collection of Children Policy

At Clayesmore Nursery, we offer morning, afternoon, and all-day sessions. Parents may collect their child flexibly within these session times.

1. Collection Procedures

- Children will only be released to parents or carers who have been authorised to collect them.
- Parents must inform the nursery of any changes to collection arrangements in advance, either via the Family App or directly with nursery staff.
- Other authorised contacts can be added to the Family App, including their contact details and a profile picture.
- If someone unknown to the nursery is collecting a child, identification will be requested before release. This is a key safeguarding measure.

2. Timely Collection

- Parents are expected to collect their child promptly at the end of their booked session.
- The end-of-session handover is an important opportunity for nursery staff to share information about your child's day. We kindly ask that parents allow 10–15 minutes for collection.
- Collection deadlines:
 - Morning session: no later than **1pm**
 - Afternoon or all-day session: no later than **6pm**
- Full fees apply for allocated session times.
- Persistent late collection may incur additional charges and will be discussed with parents to ensure arrangements remain appropriate for the child.

3. Procedures for Expected Lateness

Parents should follow these steps if they anticipate being late:

1. Call the nursery as soon as possible to advise of the situation and expected arrival time.
2. Arrange a designated adult to collect the child if possible.
3. Inform the nursery of the designated adult's identity in advance.
4. Agree a safety password with the nursery, which the designated adult must know.
5. If the designated adult is unknown to nursery staff, parents must provide:
 - A detailed description of the adult, including date of birth if known
 - Confirmation that the adult knows the child's safety password

Note: It is the responsibility of the parent to ensure the designated adult has the password and that the nursery is informed.

4. Procedures for Non-Collection

If a child has not been collected after 15 minutes beyond the session end:

1. The nursery manager will be informed.
2. The manager will check for any notes regarding changes to routines or work patterns.
3. If no information is available, the manager will attempt to contact parents on mobile, home, and work numbers.
4. If contact cannot be made, emergency contacts on the child's record will be called.
5. During this time:
 - The manager or staff member in charge, along with one other staff member, will remain with the child.
 - Staff ratios will be maintained during normal operating hours.
6. Contact attempts will continue every 10 minutes, and all calls will be logged on a full incident record.
7. If no contact is made after one hour, the manager will contact the local authority children's social services emergency duty team.
8. Ofsted will be informed as soon as conveniently possible.
9. The two staff members will remain in the building until suitable collection arrangements are in place.

10. The child's welfare and needs will be met at all times, with staff providing reassurance, comfort, and distraction to minimise distress.
11. A late fee will be charged to cover additional operational costs for care provided outside normal nursery hours.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	01305 221000
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date for review
[Insert date]		[Insert date]