



LATE COLLECTION OR UNCOLLECTED CHILD POLICY

EYFS: 3.4, 3.7, 3.63

For the purpose of this document the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.

At Little Learners we have three session types:

- Morning session 9am-12pm
- Morning session with lunch club 9am – 1pm
- Funded session 9am-2pm
- All day session 9am – 3pm

Parents collect their child at either 12pm, 1pm, 2pm or 3pm, depending on their contracted hours.

There may be occasions when children need to be collected early (e.g. to attend medical appointments). This is, of course, acceptable, however the full fees will be charged for the contracted session time.

Ordinarily, however, children will be collected at the agreed time each day. This is not flexible, although sessions attended may be changed at the beginning of a term for the whole of the coming term, subject to availability.

If a child who receives funding is collected from the session early due to illness, to attend an appointment, or for another reason determined by the parent, there will be no refund of funding or alternative hours offered to cover the missed period.

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling us as soon as possible to advise of their situation and expected time of arrival
- Agreeing an individual safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Informing the nursery of this person's identity so staff can tell the child who will be collecting them, if appropriate. This will help to reduce or eliminate any potential distress
- Providing a detailed description of the designated adult to the nursery staff, if not already known to them. Ensuring the designated person knows the individual safety password in order for us to release the child into their care
- Regularly reminding parents that they need to inform us if their contact details have changed

If a child has not been collected from the nursery after 15 minutes after the end of the contracted session and the parent has not contacted us to inform us they will be late we will initiate the following procedure:

- The Manager or Deputy Manager will be informed that a child has not been collected
- The Deputy Manager will check for any information recorded regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided. If this fails the manager will try the emergency contacts shown on the child's records
- The Manager or Deputy Manager and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the Manager or Deputy Manager will telephone all contact numbers available every 10 minutes until successful contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the Manager or Deputy Manager will contact the local authority children's social services emergency duty team (Kent Safeguarding Children Multi Agency Partnership) on 03000 41 11 11
- In the event of contact being made, but no designated adult being available to collect the child, the Manager or Deputy Manager will contact the local authority children's social services emergency duty team (Kent Safeguarding Children Multi Agency Partnership) on 03000 41 11 11
- The nursery will inform Ofsted as soon as convenient
- The two members of staff will remain in the building or move to another location if necessary until suitable arrangements have been made for the collection of the child
- The child's welfare needs will be met and the child will be reassured, distracted and comforted as necessary to minimise distress
- In order to provide this additional care a late fee of **£20 per hour** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur
- In the event of persistent late collection of more than 15 minutes after the end of the session, parents will be charged £5 per 15 minutes and added to the following term's invoice

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team (Kent Safeguarding Children Multi Agency Partnership)	03000 41 11 11
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date for review
19 th April 2024		19 th April 2025