

## Late Collection or Non-Collection Policy

At Enchanted Day Nursery, we agree our opening hours of service with parents/carers prior to them registering at the setting. It is important that children's booked sessions are within these time frames, to ensure we are meeting the EYFS Statutory requirements with ratios and staffing, as well as our Ofsted registration conditions. A fee of £10 for every 15 minutes late will be incurred, to cover costs of staffing and care.

We understand that on occasion, parents/carers may be delayed in collecting their child from their booked session at the nursery. If this is to happen, we have a procedure in place for parents to follow:

- A password is agreed upon registering at the nursery to be used if staff are unfamiliar with the person collecting, as well as a list of designated alternative people – including their photo as proof of identity.
- Parents/carers must inform the setting as soon as possible if they are not going to arrive on time
- The parent/carer must then try and contact one of their designated persons to collect their child.
- If the person arriving to collect the child is somebody who is not on file at the nursery, we will ask for a unique password to be given to them by the parent, different to the registered one, as well as asking the parent for a description of the adult, their name and their proof of ID on arrival. If the person arrives and is unable to tell us the password or provide ID, we refuse the right to allow the child to leave the setting with them.

If after 30 minutes the child has still not been collected, the nursery manager will:

- Check to see if there is any record about changes within the parent/carers normal routine such as work hours/travel.
- Phone the parents' home/mobile/work. If there is no contact, the manager will phone the emergency contact recorded on the child's file.
- The Manager plus one other adult must stay behind to supervise the child (after operating hours) under no circumstances, will an adult be left alone in the building with the child. If it falls within operating hours, the manager will plan to meet required ratios.
- If there is still no contact with the parent/carer, the nursery manager will phone each designated person on file, as well as the parent/carer every 10 minutes until contact is made. This will be recorded within an incident report.
- After one hour, if no contact has been made, the manager will phone the local authority children's social services emergency duty team.
- Ofsted will then be informed as soon as convenient.
- The two members of staff will remain with the child in the setting until arrangements have been made to collect the child.
- Both adults will remain calm and reassure the child, providing distractions to minimise distress. The child's welfare and needs will be met at all times.

### Contact numbers:

**Ofsted - 0300 123 1231**

**Children's social service emergency duty team - 0300 123 4043**