



COLLECTION AND LATE COLLECTION POLICY

The Nursery has a duty under the Ofsted Day Care Standards to protect children and act in their best interests.

This includes following a series of procedures in the event of a child not being collected at the end of a session.

Late Collection

It is important that parents arrive at the contracted time to collect their child. Even young children learn our routine and know when their parents/carers are due. They can become distressed if you are late. We understand that sometimes delays are unavoidable, especially if you are relying on public transport or travelling during rush hour traffic. If you are delayed, for whatever reason, please contact the setting and inform us when you expect to arrive. We will reassure your child that you are on your way and if necessary organise additional activities.

We take persistent lateness in collecting a child very seriously and in some extreme cases it can be considered as abandonment or neglect of the child. However, we do appreciate and understand that sometimes delays might be unavoidable.

- Anyone collecting their child 10 minutes after the session has finished (Class 1 3.25pm, Class 2 11.40 am, Reception 3.10pm) will be asked to sign the late collection book;
- Persistent late collection will be addressed by the Directors and a fee may be requested if the setting has had to pay extra staff to look after your child due to this;
- In the event of a child not being collected, the EY Manager or Supervisor will make every effort to contact the child's parent/s;
- If the parents or guardians are not available, then the setting will try to get in touch with an alternative emergency contact, who is authorised by the child's parents to collect them on their behalf.

If an authorised adult is unable to collect their child, it is important that we are informed as soon as possible. All parents / carers collecting a child should be named on the child's contact form. We will only release a child from our care to adults who have permission to collect him / her and we will never let a child leave with somebody we have not been informed about by parents / carers.

In emergency cases when someone else comes to collect your child and the setting has not been informed, the setting will telephone the child's parents / carers who will either give permission to let them go or come and collect their child. We may ask for description of the individual(s) if we feel it necessary.

Parents/carers of children starting at Little Wonders are asked to provide specific information which is recorded on our Registration Form, including:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given;
- Mobile telephone number;
- E mail address;
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent;
- Who is child normally residing with;



- Information regarding any person who does not have legal access to the child;
- Emergency contact details.

Uncollected Child Procedure

In the event of a child not being collected at the correct time, the staff will follow the outline procedure below:

- Reassure the child at all times that Mum/Dad or whoever usually collects will be contacted soon;
- Ensure the child is with someone familiar e.g. Key person and kept occupied and distracted;
- Check with all staff if any messages have been received, in case a message has not been passed on;
- Phone the home/mobile telephone number of the parent/carer who would normally be collecting the child.

Phone answered

- If the parent/carer is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the time for collection and inform them that their child was waiting for them;
- Reassure the child that we are trying to make contact and update them with any outcome so far, not unnecessarily worrying them if there was a problem.

No answer

- If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible arrange collection;
- If no answer on these numbers, decide a period of time to wait in case there was a delay/accident en route, before trying the numbers again;
- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary;
- Key person (or familiar person from the setting) will remain with the child, doing all she/he can to reassure the child everything will soon be OK and they will be collected shortly;
- Try the telephone numbers again;
- Try emergency numbers again;
- If the child lives within close proximity and there are sufficient staff, it may be possible to visit the house to see if anyone is at home and this could rectify the situation;
- Minimum of 2 staff members to stay in the setting with the child while this is carried out.

If still no response from contact numbers and emergency contacts after attempting all options mentioned above, 30 minutes after the child should have been collected phone Children's Social Care on 0300 303 0440 for advice and next steps.