

Bright Sparks Nursery

St Mary's College Early Years Department

Late Collection/ Uncollected Child Policy

Date of Policy – 21/01/2015 (Reviewed Annually by AH)

Date of Review – 31/01/2016

Date of Review- 17/07/18

Date of Review – 07/11/2019

Date of Review – 10/03/2021

Date of Review- 20/09/2021

Date of Review – 17/03/2023

At Bright Sparks Nursery, we have morning, afternoon and all day sessions. Parents are able to collect their child from the nursery flexibly within this time period asking them to be no later than the session end time, for example if they attend the morning session we expect children to be collected no later than 1pm, and afternoon/ all-day session no later than 6pm. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

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

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent

If a child has not been collected from the nursery after a reasonable amount of time and with no contact from parents (*15 minutes*) has been allowed for lateness, we initiate the following procedure:

- The Head of Early Years/ Nursery Deputy will be informed that a child has not been collected
- They will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the Head of Early years/ Nursery Deputy will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records. In the absence of the nursery manager then the Senior in charge will complete this check but will consult with the manager on the telephone or with one of the nursery deputies.

- The manager/staff member in charge 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 will telephone all contact numbers available every 10 minutes until 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 person in charge will ring the local authority children's social services emergency duty team (MASH)
- The nursery will inform Ofsted as soon as possible
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £10.00 per 1/2 hour (30 minutes) 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.

Contact numbers:

Name	Contact No
Duty Social Worker Ring: Multi Agency Safeguarding Hub or M.A.S.H and ask to be put through to the Duty Social Worker	0151 934 4481 or 0151 934 4013
Health and Social Care Emergency Team From 5.30pm Mon-Thurs, 4pm Fri and at weekends	0151 934 3555
Ofsted	0300 123 1231
Nursery Manager – A Haigh	07453279893
Nursery Deputy – R Malone	07966044882
Nursery Deputy- J Dutton	07960942951
Nursery Deputy- R Brooks	07860388053