

### **Policy on Late and Non-collection**

All parents agree to arrive at the nursery between the opening and closing times or the times of the allocated session. Parents are informed on what to do if they expect to be late to collect their child. This includes:

- All children and parents must have left the nursery by 6pm
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated person 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 the distress that may be 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. This designated person must know the individual child's password in order for the nursery to release the child into their care. This is the responsibility of the parent.
- Parents who are late collecting their child from nursery are liable to pay a fine of £7.00 per five minutes after 6pm. This is a well-publicised and established nursery policy.
- It is the responsibility of the senior member of staff on duty at the time to inform parents that they have incurred a fine.
- A late form should be filled in and the parent should be asked to sign it.
- If a parent is consistently late then they run the risk of losing their nursery place as detailed in the terms and conditions of a place.

If a child remains in the nursery after 6pm and parents have not contacted us to inform us they will be late then the Non-collection procedures must be implemented.

#### *Non-collection*

- Two members of staff, one of which must be a senior member of staff must remain at the nursery with the child
- All available contact numbers must be called to alert parents that the child has not been collected. If this is successful staff must wait with the child until the designated person arrives to collect the child. The parent must be reminded of the procedures for collection and informed that they will be charged
- If unable to make contact with one of the emergency contacts staff must continue trying until 6.30pm. It is important to comfort the child throughout this time.
- The senior member of staff must ensure that a log of all attempted contacts is recorded.
- If not on the premises the Duty Manager must be contacted and kept informed of the situation who will then inform the registered person for the nursery and inform Ofsted if the child has still not been collected by 7pm.

- If no one has collected the child by 7pm then the Emergency Duty Team should be contacted on 0121 675 4806.
- The advice given by the Emergency Duty Team must then be followed.
- Aston University Campus Safety should be informed about the situation and a message left with them as to the whereabouts of the child in case the parents turn up or contact them in any way.
- 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.

Internal use only

<b>This policy was adopted on</b>	June 22
<b>Signed on behalf of the nursery</b>	
<b>Date disseminated to staff</b>	
<b>Date for review</b>	June 23