



Late/Non Collection Policy

All parent/carer(s) are made aware of nursery's pick up time and are informed of procedures on what to do if they expect to be late.

This includes:

- 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 about who will be collecting them, 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 this designated person must know the agreed password and provide photographic ID in order for the nursery to release the child into their care. It is the responsibility of the parent to ensure the person collecting is aware of these arrangements.

In the instance of a child not being collected from the nursery after a reasonable amount of time (5 minutes) has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery's Duty Manager that a child has not been collected
- The duty manager will check for any information regarding changes to normal routines, parent/carer(s) work patterns or general information. If there is no information recorded, the parent/carer(s) will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The duty manager in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- If the parent/carer(s) still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
- In the event of no contact being made after 30 minutes has lapsed of the stated pickup time, the duty manager will ring the Multi-agency Safeguarding Team (MAST) team to advise them of the situation
- 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 £5 per 15 Minutes will be charged to parent/carer(s). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Adults arriving under the influence of alcohol or drugs

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.

- If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above), they are deemed to be under the influence of alcohol or drugs.
- The member of the management team on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.
- The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to MAST if this is not possible.
- During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.
- Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle.
- The nursery reserves the right and has a duty to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

This policy will be reviewed by management annually, who are responsible for ensuring the dissemination of this policy to all staff, volunteers and parents.