Late Collection and Non-Collection

EYFS: 3.73

At Millwood House Day Nursery we expect all parents to collect their child on time at the end of their session. However, in the event the late collection occurs, an additional premium fee of £5.00 will be charged to parents for every 5 minutes after the collection time.

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.
- 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 of 15 minutes has been allowed for lateness, we initiate the following procedure:

- Sharon Avery, Nursery Manager, will be informed that a child has not been collected.
- Sharon Avery, Nursery Manager, will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, Sharon Avery, Nursery Manager, will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails Sharon Avery, Nursery Manager, will try the emergency contacts shown on the child's records.
- Sharon Avery, Nursery 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, Sharon Avery, Nursery 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.
- The nursery will inform Ofsted as soon as convenient.
- 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 **£5.00 every 5 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**
Social Services Emergency Duty Team	01494 675802
Ofsted	0300 1231231

This policy was reviewed	**Signed on behalf of the nursery**	**Date for review**
June 2026		*May 2027*