



EYFS: The Safeguarding and Welfare Requirements
3.72

Child Protection

3a.7 Late Collection and Uncollected Children

Policy Statement

- In the event that a child is not collected by an authorised adult at the end of a session/day, the nursery puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.
- We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures for making contact of parent or other authorised adult

- Parents of children starting the nursery are asked to provide the following specific information, which is recorded in the child's file.
 - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the nursery e.g. a childminder or grandparent. We operate a password system, if these people do collect.
 - Who has parental responsibility for the child.
- On occasions when parents are aware that they will not be home or in their usual place of work, they should inform us in writing of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect, we must be provided with details of the name and telephone number of the person who will be collecting the child (in writing if possible). We then agree with the parents how to verify the identity of the person who is to collect their child, usually a description and the use of a password.
- No-one under the age of 16 is allowed to pick up a child. If management or senior staff are unsure of age, the person collecting may be asked to show identification. This is irrespective of what parents may have told us.
- Parents are informed that if they are unable to collect their child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our phone number.
- Parents are made aware that our insurance does not cover children in the nursery after their contracted hours (unless specific crèche facilities are applicable e.g. management committee meetings or parent evenings).

Procedures if a Child is Still at Nursery after 6.00pm

- We operate a strict policy on collection time so your child/ children must be collected by 6:00pm. 6:01pm constitutes a 'late' collection.



- If you have more than one child to collect from the nursery, you must arrive at the nursery in plenty of time to be able to pick up the first child, collect their things, have a handover with staff and still get to the other room to collect your other child(ren) before 6:00pm.
- Auden Place Community Nursery has an obligation to ensure that two members of staff stay in the building with any uncollected child.
- Staff will prepare the late book for the parent or authorised adult to sign in the office when they collect. This book holds the following information:
 - Date
 - Name of child
 - Time of collection
 - Names of the staff completing the book and the manager on site
 - If this is a first or repeated instance of late collection
- If we have had no previous confirmation from the parents that they are running late, at 6.05pm we will try to contact them.
- If we are unable to contact the parents, then we will try the emergency contacts.
- The procedure for late collection without a late pass will be as follows:

First Instance

Parents are reminded of our hours and given a copy of this policy.

Second Instance

Parents will receive a letter from the nursery manager explaining that they have now been late twice and pre-warning them of the next step.

Third Instance

At this stage, we will introduce a fine.

From 6.01pm – 6.15pm (or 1.01pm – 1.15pm, or 4:16pm - 4:30pm) there will be a charge of **£15.00**.

From 6.16pm – 6.30pm (or 1.16pm – 1.30pm or 4:31pm - 4:45pm) there will be a charge of **£30.00**

- and a surplus of £15.00 per part 15 minutes thereafter.

After the third instance, each time you are late, you will be charged the late fine. Previous instances do not get wiped off after a certain time period.

If there is persistent lateness, management will take the case to the Management Committee for review. This could result in the family losing their place at Auden Place Community Nursery.

N.B. Afternoon children will not be permitted into the nursery before 1.00pm for the same reasons.

Procedures for Non-collection of a Child

- Auden Place Community Nursery has an obligation to ensure that two members of staff stay in the building with the uncollected child.
- If we have had no previous confirmation from the parents that they are running late, at 6.05pm, we will try to contact them.



- If we are unable to contact the parents, then we will try the emergency contacts.
- The child does not leave the premises with anyone other than those named on the registration form in their file.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- If no-one collects the child and no contact has been made with either a parent or an authorised adult by **7.00pm**, then management will contact

The Camden MASH Team on 020 7974 4444

- Social Care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- A full written report of the incident will be recorded in the child's file.
- We reserve the right to charge parents for the additional hours worked by our staff.

Late Passes

- We do sell late passes. A book of 10 is available for £70.00 and these can then be used ad hoc, without notice.
- These passes can also be used for children to come in at 7.30am instead of 8.00am. We would recommend booking these spaces a day in advance to ensure enough staff are available, but we can also cater for emergencies.
- These passes can't be used for starting early for the afternoon sessions or staying late morning.
- If you use the morning or school day sessions and would like to pick up later than your allocated time, please contact the nursery to ask for availability and if there is any, you will be invoiced for the difference between your session and a whole day.