



Late and non-Collection of Children Policy

At Parson's Green Nursery our collection procedure is as follows:

- All children will be signed in every morning and lunch time drop off with their carers pin number and select an estimated time of collection. Morning drop off is between 8-9am, Lunch drop off is between 12.50-1pm
- All children will be signed out every lunch time and evening with their carers pin number. Collection at lunch time is between 12.45-1pm. Collection in the evening is between 5-5.55pm.
- All people that have permission to collect the children must have been added on to Family app under contacts and MUST have a clear face photograph displayed. Every contact must have their own Unique 4 digit pin also. Please DO NOT share pin numbers, every person must use their own unique number for all collection and drop offs. If you have added a new contact to collect a child they must bring ID with them.
- If your child is not attending we ask that you kindly mark this onto the Family app. Stating the reason for the child's absence or sickness. You may also phone the nursery if you wish to do so. It is very important that you inform us of any non-attendance of children.
- If you are going to be late please kindly message the classroom on the Family App to notify the teachers as soon as possible.

If a child has not been collected from the nursery after a reasonable amount of time (half an hour) has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager 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.
- 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 020 8753 6600)
- The nursery will inform Ofsted as soon as convenient (Ofsted: 03001231231)
- 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 £20 for the first 15 minutes and £15 for every subsequent 15 minutes started 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.

This policy was adopted on:	Date for review:
September 2025	September 2026