

LATENESS/LATE COLLECTION

Lateness

If you are unable to collect your child at the normal time you must let the nursery know, and if necessary make alternative arrangements for collection. Please inform nursery if anyone else will be collecting your child.

If for any reason you collect your child after your agreed collection time you will have to pay a fine of £10.00 for every 15 minutes.

The children are very sensitive to being 'the last one.' Please do try to be prompt in collecting your child. Although they are with familiar staff they still often feel anxious.

Late Collection

If a child has not been collected from nursery, staff would exhaust all possible contact numbers supplied by the parents on the child's file.

A child must only be collected by an adult aged 18yrs or over.

In the unlikely event of a child not being collected after 1 hour of closure and 5 attempts to contact parent/carer or emergency contacts, a member of management would then contact a duty social worker and local Police Station to report the child as being 'uncollected'.

This is a procedure that we do not intend to pursue lightly, but we do have an obligation to report such happenings to the police.

Once involved the police try every attempt to contact the parent by whatever means necessary.

The child would be reassured that 'everything will be fine' as they may be anxious or distressed by this stage.

If no contact is made with the parent the police would then take over the care of the child, and the nursery will then close as usual.

As always the care and wellbeing of the child is paramount therefore a comforter/toy from the nursery would be given to the child to aid their comfort. A drink and snack would also be given to the child.

A report would be written by the nursery manager as a record of events and kept confidentially on the child's file.

If the child has to be removed from the nursery by the police, a notice would be left on the door to inform the parent of their child's locality.

The Nursery Manager would submit a report. Copies would go to the Ofsted registering inspector. A copy of the report would be kept confidentially on the child's file.

A Parent 'Unable' Or Unwell To Take Their Child Home

Wherever possible staff will aid parents in handing the child over to them safely at the end of the day. However the nursery does have 'a duty of care' to the child and their safety is paramount.

If a parent/carer arrives to collect their child and they appear unwell and may not be able to manage their child, a member of staff shall offer assistance by offering to call an adult 18yrs or over such as a relative, colleague or friend to help you with your child.

If a parent arrives at the nursery intoxicated and intends to drive their child home. The nursery shall offer assistance again by offering to call an adult 18yrs or over such as a relative, colleague or friend to help you with your child. The nursery will not intentionally allow a child to leave the nursery if they feel their safety is at risk.

In the unlikely event of the above occurring the Nursery Manager shall log an incident sheet and discuss this with the parent at the earliest opportunity.

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