

Late Collection and Non-Collection

At Coin Street Nursery we offer core day for term time only children and all-day sessions for all year round children. Parents may collect their child flexibly within the booked session, but collection must take place no later than the published session end time. We expect all parents to agree an approximate collection time with the nursery. Earlier collection does not reduce the fees payable for the allocated session. 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 and expected time of arrival
- 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 has been allowed for lateness, normally 30 minutes after the agreed or published session end time unless an alternative arrangement has been confirmed, we initiate the following procedure:

- The Head of Early Years Education will be informed that a child has not been collected
- The management team will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, management will try to contact the parents using the mobile, home or work telephone numbers provided. If this fails, management will try the emergency contacts shown on the child's records. Where possible, parents are asked to provide at least two emergency contact numbers and to keep all contact details up to date.
- The most senior member of staff 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 management 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 (of the borough in which the child lives).
- Before finally handing over responsibility for the child to a social worker, the senior member of staff in charge must try all numbers a final time and ensure that a contact number is displayed at the entrance to the centre and reassurance to the parent/carer that the child is safe, asking them to contact Social Services (either the Area Office or out-of-hours services depending on the time of day)

- The nursery will consider whether the incident meets Ofsted's notification criteria and, where required, notify Ofsted as soon as possible and within 14 days.
- 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 always met and to minimise distress staff will distract, comfort and reassure the child during the process
- It is not necessary to contact the police.
- A child must not be taken to the home of a member of staff
- To provide this additional care a late fee charged to parents, as per our terms and conditions. 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
Lambeth Social Services Emergency Duty Team	020 7926 3100 helpandprotection@lambeth.gov.uk
Southwark Social Services Emergency Duty Team	020 7525 3297
Local Authority Designated Officer	Lambeth LADO: 020 7926 4679 or 07720 828 700 Email: lado@lambeth.gov.uk;
Ofsted	Report-childcare- incident.service.gov.uk

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>October 2020</i>	<i>Jane Christofi</i>	<i>September 2027</i>