



Late Collection of Children Policy

Updated September 2024

The purpose of this policy is to ensure the safety and well-being of the children in our care and to outline clear procedures for handling instances where children are collected later than the agreed-upon time. The policy aims to address concerns regarding late collection, provide guidance for staff, and ensure that both parents and staff are aware of the nursery's expectations and protocols.

The nursery is committed to the safety, security, and well-being of all children in our care. Timely collection of children is essential for maintaining a structured and safe environment. In the event of late collection, we will take all necessary steps to ensure the child remains safe and secure, while following appropriate procedures to manage the situation professionally and with care. Parents and guardians are expected to adhere to the agreed collection times. If a child is going to be late for any reason, parents are required to inform the nursery as soon as possible. This policy outlines the actions to be taken when children are not collected on time and ensures a clear and consistent approach for all involved.

Collection Time Expectations:

Agreed Collection Time:

The agreed-upon collection time for each child is specified in their registration details and should be adhered to by the parent or guardian. It is important that children are collected promptly to ensure the nursery can maintain its routine and staff can attend to other responsibilities at the end of the day.

Communication of Changes:

If there is a delay in collection or if someone other than the parent or guardian is collecting the child, the nursery should be notified in advance, via phone call. This helps ensure the child is safely handed over to the correct individual.

Procedure for Late Collection:

Grace Period:

A **grace period** of **10 minutes** will be allowed for late collections. If a child is not collected within this grace period, the nursery will take the following steps:

Step 1: Contacting Parents/Guardians:

- Staff will attempt to contact the parent or designated emergency contacts via phone, email, or text message.

- If the child is not collected within the grace period, the nursery will continue to make reasonable efforts to contact the parents.

Step 2: Additional Actions If No Contact is Made:

- If the parent or guardian cannot be reached and the child is still uncollected after 30 minutes, the nursery will follow the emergency contact information provided in the child's registration form to identify a designated emergency contact to collect the child.
- If no emergency contacts are available, the nursery may need to involve appropriate authorities, such as social services or local law enforcement, to ensure the child's safety.

Step 3: Staff Supervision:

During the late collection, the child will remain in the care of a designated staff member who will ensure the child's safety, comfort, and well-being. The staff member will supervise the child until collection has occurred or further action has been taken.

Late Collection Fees:

Fee Structure:

To encourage timely collection, the nursery reserves the right to charge a **late collection fee** if a child is collected after the agreed-upon time. This fee will be charged as follows:

- A fee of **£5** will be charged for every **10-minute** period or part thereof that the child remains in the care of the nursery after the grace period.
- Fees will be charged per child and will be added to the child's invoice

Exceptions to Late Fees:

Late collection fees may be waived in exceptional circumstances, such as:

- Adverse weather conditions or transport delays (as communicated promptly by the parent).
- Medical emergencies or unforeseen urgent situations (with evidence provided).

Persistent Late Collection:

Monitoring Late Collections:

The nursery will monitor instances of late collection. If a parent or guardian repeatedly collects their child late, the nursery will arrange a meeting with the parent to discuss the situation and develop a plan for improvement.

Actions for Repeated Late Collection:

- If the problem persists after a meeting, the nursery reserves the right to review the child's place at the nursery and may take the decision to discontinue the child's enrolment if no resolution is found. This will be done in consultation with the parents and in line with the nursery's terms and conditions.

Communication with Parents and Guardians:

Clear Communication on Expectations:

Parents and guardians will be informed of the nursery's late collection policy at the time of enrolment. This policy will be made available to all parents via the nursery handbook, website, or email.

Reminder of Collection Times:

- The nursery will send reminders to parents/guardians about collection times, especially during events, holidays, or periods when parents may be more likely to forget or face delays.
- If there is a change in the agreed collection time (e.g., due to holidays, appointments, etc.), parents are encouraged to notify the nursery as early as possible to avoid any confusion.

Emergency Contacts and Backup Plans:

Emergency Contact Information:

Parents are required to provide at least **two emergency contacts** who are authorised to collect their child in case of late collection or other emergencies. These contacts should be local, reliable, and available during nursery hours.

Backup Collection Arrangements:

Parents should ensure that alternate collection arrangements are in place for times when they may be delayed. This could include having a trusted friend or relative available to collect the child in case of unforeseen circumstances.

The Late Collection of Children Policy is designed to ensure that children are safely cared for and that the nursery operates smoothly. By clearly communicating expectations for timely collection and taking necessary action when collection is delayed, we aim to maintain a safe and supportive environment for all children and staff. The nursery's late collection procedure provides clarity, establishes accountability, and helps to avoid potential disruptions to the day's activities. It also helps to ensure that children are always in safe, supervised hands. This policy emphasises both the importance of timely collection and the nursery's responsibility to ensure children are cared for safely in the event of late collections. It includes clear steps for staff to follow and provides parents with guidelines to ensure the process runs smoothly.

Review of Policy:

This policy will be reviewed annually (September 2025), or as needed, to ensure that it remains relevant and effective in meeting the evolving needs of the children, families, and staff within the nursery.

Name:	Position:	Signed:	Date:
David Birkbeck	Owner		
Kayleigh Tydd	Director		
Greg Bamber	Nominated Individual		
Zoe Tydd	Manager & DSL		
Abbie Lloyd	Deputy Manager		
Jade Radcliffe	Second Deputy Manager		
Pamela Lear	Practitioner		
Diane Jones	Practitioner		
Emily Gautrey	Practitioner		