



## Highbury Primary School

‘Valued as Individuals, Inspired and Nurtured as Learners’

Respect, Resilience, Confidence, Kindness, Inclusive, Aspiration

### Nursery Late Collection Policy

#### Statement of Intent

Highbury Primary School and Nursery aim to provide a safe environment for the children in our care at all times. This Policy is to establish clear procedures in the event that a child is not collected at the end of their Nursery session.

#### Aim

It is our aim to ensure that all children are collected on time at the end of their session. We understand that this is not always possible and therefore procedures are in place to safeguard the children in our care.

#### Policy

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive 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.

## **Minimising the Possibility of Late Collection**

The times of nursery sessions are clearly communicated to parents when their child starts nursery. We ask parents to:

- Telephone the nursery as soon as they know or suspect they are going to be late.
- Inform nursery immediately of any changes to contact telephone numbers.
- Ensure nursery have the details of at least two emergency contacts in the event that the parent cannot be reached.
- Make alternative arrangements to collect their child by a designated adult if they know they are going to be late. If the designated adult is unknown to nursery staff, the parent must ensure the adult has the password stated on their child's application form.

## **Procedures**

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our registration form:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or a close relative.
  - Place of work, address and telephone number (if applicable)
  - Mobile number (if applicable)
  - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example child minder or grandparent.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they 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 the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child. The adult will be given a password to use.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within 30 minutes after the setting has closed and the staff can no longer supervise the child on our premises.

## **If a child is not collected**

If a child is not collected at the end of the session/day, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, the adults who are authorised by the parent to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
  - If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact the local authority children's social care.
  - The child stays at the setting in the care of two fully vetted workers. Staff will await further guidance from Children's social care.
  - Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
  - A full written report of the incident is recorded in the child's file.
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

## Charges

If no contact has been made to advise a delay in collection, a late collection charge of £5.00 for the first 15 minutes (or part thereof) will be applied. A further charge of £5.00 will be made for each 15 minutes after that (or part thereof). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur. This charge will also apply to parents who are late collecting from morning or lunch sessions.

Please remember – a phone call to nursery can often avoid a late collection charge.

Policy Reviewed: September 2020

Nursery Manager: Rebecca Frost

Policy Review Date: September 2021

Admin Officer: Angie Bayliss

Governor:

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