

1.6 Late Collection and Uncollected Child

EYFS: The Safeguarding and Welfare Requirements
3.4, 3.7 & 3.63

Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session/day, Hopes and Dreams Montessori Nursery puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives 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 appropriately cared for.

Procedures

Procedures of obtaining contact of parent or another authorised adult

- Parents of children starting the nursery are asked to provide the following specific information which is recorded in the child's file.
 - Home address and telephone number
 - Place of work, address and telephone number (if applicable)
 - Mobile telephone number (if applicable)
 - Names and telephone numbers of adults who are authorised by the parents to collect their child from the nursery e.g., a childminder or grandparent. We operate a password system, if these people do collect.
 - Who has parental responsibility of the child
- On occasions when parents are aware that they will be uncontactable through the usual method for a period of time, they must inform us in writing of how they can be contacted.
- On occasions when parents or the authorised collector of the child are not able to collect, they provide us with details of the name and telephone number of an alternative person who will be collecting their child via email. We then agree with the parents how to verify the identity of the person who is to collect their child, usually a (photograph where possible) will be emailed to us along and with a secure password.
- No-one under the age of 16 is allowed to pick up a child. If the Management Team are unsure of age, the person collecting maybe asked to show identification, this is irrelevant to whether the parents have informed us or not.
- Parents are made aware that our insurance does not cover children past 6pm.

Procedures if a child is still at Nursery at 6.00pm

(*or at the end of their booked session if a part day ad hoc session has been booked. For the purpose of this policy, we will use 6.00pm throughout)

- We operate a strict policy on collection time so your child/ children must be collected by 6:00pm*. 6:01pm* constitutes a 'late' collection and parents will be invoiced the relevant late fee as listed below.
- If parents have more than one child to collect from the nursery, they must arrive at the nursery allowing time to collect all children before 6:00pm* or they will be invoiced the relevant late fee as listed below.
- The nursery uses CCTV footage to confirm time of arrival should there be any dispute.
- If we have had no previous confirmation from the parents that they are running late, then at 6.05pm*, we will phone the home, work and mobile numbers of each parent and then every emergency contact given by the parent. We will leave a clear message, stating parent's name and the phone number of the nursery, on all numbers for parents and emergency contacts
- The Manager on duty must ensure that two suitable members of staff remain with the uncollected child, one of whom must be the Manager on duty.
- If contact is made, then the child will remain safe at the nursery with two staff members until collection and parents will be invoiced the relevant late fee as listed below.
- In the first instance of late collection, parents will be given a gentle reminder of our policy.
- In the second instance of late collection, parents will receive a letter and a copy of this policy as a reminder, but from the third instance, the fees will be payable. These fees will be payable for any further late collection through your time at Hopes and Dreams even if there has been a substantial period of time between instances.

Late Fees

From 6.01pm – 6.15pm* there will be a charge of **£30.00**.

From 6.16pm – 6.30pm* there a charge of **£60.00**

- and a surplus of £30.00 per part 15 minutes thereafter.

If there is persistent lateness, Nursery Management will review the situation, which could result in the family losing their place at Hope and Dreams.

Extended Hours

The nursery offers extended hours between 7.30am-8.00am and between 6.00pm-6.30pm and are charged in addition to the core 8.00am-6.00pm day. Each of these additional 30 minutes are classed as one session.

We offer two payment options for these sessions:

- Ad hoc - £15.00 per session. Parents can book and pay for these at any time for £15.00 each.
- Block booking - £10.00 per session. Parent can but a block of 10 sessions for £100. This block of 10 is valid for one year.

Where possible, we require pre-booking for these sessions, but understand situations arise and parents may require these at short notice. For short notice bookings:

- 7.30am-8.00am sessions - please email the night before or call the nursery after 7.00am to inform the Manager on site that you need the session, so that we can prepare for your child's arrival
- 6.00pm-6.30pm sessions – please call the nursery **before** 6.00pm to book to prevent paying the 'late fee'.

Collections from 6.01pm*

- If you have already purchased a block of 10 sessions and have at least one session left to use, we will automatically apply a session to this late collection.
- If you have already purchased a block of 10 sessions and have used them all, we will offer you the opportunity to purchase another block rather than pay the 'late fee'.
- If you do not have a block of 10 available, we will automatically charge you the 'late fee' unless you have informed us prior to 6.00pm that you would like to book an ad hoc late.

For parents who book a block of 10 extended hours sessions, we will inform them when they are reaching the end of their sessions to confirm if they wish to book an additional bloc.

Procedure for Uncollected Children

- If no contact is made by 6.30pm* then we treat this as an uncollected child.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
 - The Nursery Manager on duty will contact the Children's Social Care Team should be informed on the numbers below:
 - **Children's Social Care Team: 9-6pm: 0207 527 7400/7000 (after 6pm switchboard)**
 - **Emergency out of hours duty social worker: 0207 226 0992**
 - The call will be answered by an administrator who will take details of the child's name, address and telephone numbers of parents at work and home and details of emergency contact phone numbers
 - Children's Social Care will advise on what further action to take. They will ask if any members of staff are able to continue caring for the child, either at the setting or at another safe place, in order to minimise distress to the child, and discuss how likely it is that staff members will be able to stay with the child
 - The staff members may be requested to take the uncollected child to an identified police station
 - We reserve the right to charge parents for the additional hours worked by our staff at the late fee rates above.

Informing parent of the address and contact number of where the child has been taken to if moved from the premises

- If the child is moved from the premises, a notice should be left on the door of the building stating who should be contacted to find out what has happened
- A similar note should be left at the child's address if possible

Recording and reporting the incident

- A detailed record of the incident must be kept. Records of any discussions with parents, practitioners and other professionals must be kept. The records must

include times of contacting parents, emergency contacts and other professionals.

- **Ofsted must be notified within 48 hours of the incident as this is a significant event.**

Reviewed: April 2023	Next review date: April 2024
Signed on behalf of the nursery: <i>L. Thorpe Zurawska</i>	