



Late Collection & Non-Collection of Children Policy



The
Little Green Frog
Nursery & Pre-School

Families are able to collect their child from the nursery flexibly within nursery sessions but should not exceed the end of session time and allow at least 5 minutes for a handover between the nursery team and the family.

Morning sessions finish at 1pm and we expect that families should arrive no later than 12.55pm. Afternoon sessions finish at 6pm and we expect that families should arrive no later than 5.55pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

Our nursery terms and conditions outline the procedures to follow if families expect to be late. These include:

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- 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.
- In order to provide out of session care a late fee will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

If a child has not been collected from the nursery at the end of the nursery session and the family has not contacted us with regard to lateness or difficulty collecting, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records. Where possible, we request two or more emergency contact numbers for each child
- The manager or staff member in charge 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.
- The manager or staff member in charge will telephone all contact numbers available every 10 minutes until contact is made.
- A record will be made all calls and the time line of events.
- 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





- The nursery will inform Ofsted as soon as convenient
- 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 met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

Contact numbers:

Name	Contact No
Duty and Advice at the front door. Leeds Safeguarding Children's partnership.	0113 3760336
Out of hours	0113 5350600
Ofsted	0300 123 1231

