



## **Late Collection**

### **Introduction:**

BCoT Nursery provides a safe and secure environment for every child in its care. The following policy and procedures explain what will happen in the event of a child being in nursery after their session time has finished either 1pm or 6pm.

### **Procedures:**

#### **Parents/Carers must:**

- Telephone the Nursery as soon they know they are going to be late.
- Inform the Nursery immediately of any changes to phone numbers.
- Ensure the Nursery has at least two contact numbers for friends/relatives who could pick up their child if the parent/carers are unable to.

#### **The Manager/ Nursery staff will:**

- Maintain records to ensure each child has at least two contact numbers in addition to the parents/carers.
- Ensure two members of staff stay in the nursery at all times until the child is collected.
- Ensure one member of staff plays with and reassures the child, whilst the other contacts the parents/carers and emergency contacts.
- Phone the parents at 1pm/6pm and establish their whereabouts if possible.
- Inform the Nursery Manager or Deputy (if Manager not present). If contact has not been made with parents/carers by 1.15pm/ 6.15pm the emergency contacts will be phoned to see if they are able to collect the child.
- If necessary Children's Services will be contacted at 1:30pm/6:30pm to inform them of the situation.
- Discuss in conjunction with the duty Children's Services Officer the next course of action (only if NO contact has been made with any of the listed numbers).

### **Late Collection Procedure:**

- When a parent/carer is late collecting their child a late collection form will be completed and signed on collection by the parent/carer and a member of nursery management stating the contracted pick up time and the actual pick up time.
- A late collection fee of £1 per minute will be charged, on the discretion of the Nursery Manager.

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