



## **Late Collection Policy**

**Due to security, insurance purposes & Ofsted regulations, it is of paramount importance that children are collected from the nursery on time. Late collection of children can cause distress to the child & also put the setting in breach of its certificate of registration.**

Wickham Montessori Collection Policy is in place to provide team members and parent/guardians with a guideline to the procedure in place, in the event of a child remaining at the nursery beyond their scheduled collection time without prior notification.

As part of the admission process, Wickham Montessori that a child information form is completed which contains the details of all authorised collection contacts. This information is required prior to a child taking a place. Please note authorised collection contacts must be over the age of 16 years. This information will also contain emergency contact details.

In order to ensure parents are given information of the importance of the above, the nursery will ensure:

Parents are informed of the opening & closing times of the nursery

- The setting operates adequate opening hours for its customers;
- They are as flexible as possible with sessions & extra hours;
- All sessions are clearly noted in the prospectus & parents notice boards.
- All parents respect the conditions of our registration & contact the nursery, in any event that they may be late.
- Parents are aware that children may not be permitted on site until 8.00am due to insurance purposes & must be vacated from the site by 6.00pm for the same reasons.
- All parents are dutifully requested to keep contact telephone numbers up to date & provide the setting with emergency contact details
- All parents are aware of the nurseries terms & conditions.
- Parents will also understand that the staff finish their shifts at 6pm & also wish to get home.

Whilst we understand that unforeseen circumstances can result in a parent/guardian being unable to collect their child at the agreed time, if a child remains after their allocated scheduled time for collection without prior notification, the following procedure will be implemented:

If a parent is late to pick up a child from the nursery, the staff will carry out the following procedures.

- Staff will try to contact parents, if contact has not already been made via telephone numbers recorded on the registration form.
- During operating hours, should ratio's allow then, the child can stay should parents be delayed. The parent is then charged by the minute for an additional hours used.
- Should the session be full & parents cannot be contacted, the nominated emergency person will be asked to collect the child.
- Ofsted will be contacted to ensure they are aware of the situation, in condition with the nurseries registration.
- Failure to contact any person on the registration form, the child will be cared for as usual & repeated contact will be sought.

**If at 6pm, no contact has been made the following procedure will be followed;-**

Two staff will stay on site & wait for a further half an hour, continuing to make contact with parents or emergency contact numbers.

- Should no contact been made. The nursery staff will contact the Duty Social Services Team & information will be passed on to them. Procedures will then be followed according to the local Safeguarding Children's Guidelines. Ofsted will be contact at this time to inform them of the situation. Reports may be sent if requested.
- During this time, the child will be made comfortable & offered refreshments should they wish & reassured.
- In accordance with the nurseries terms & conditions. £1 per minute/per child will be charged for any children collected after 6pm (This money collected is paid directly to the staff that have had to stay on past their shift).
- Continued late collection of children, may result in the nursery suspending nursery places.