

Late/Non-Collection Procedure:

Parents /Carers are informed that if they are unable to collect the child as planned, they must inform a member of Nursery staff on our contact telephone number provided so that we can initiate back up procedures. If it happens without genuine reason more than 3 times in two weeks parents will be advised they risk losing their child's place.

Parents are informed that in the event that their child is not collected from the nursery by an authorised adult and the staff can no longer supervise the child in our premises then we apply our child protection procedures as follows:

- Information is checked about changes to 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 parents to collect their child from the nursery – and whose telephone numbers are recorded on the registration form – are contacted.
- All reasonable attempts are made to contact the parents/carers or emergency contacts on the registration form.

The child will remain at the nursery in the care of two staff until the child is safely collected. The child will not leave the premises with anyone other than those named on the registration form unless contact has been made with parents and alternative arrangements are made.

If the child is still on the premises 30 minutes after the end of the session we contact our local authority services department (*redacted* during office hours or *redacted* out of office hours) and inform Ofsted *redacted*.

A full written report is recorded and depending on the circumstances we reserve the right to charge parents for the additional hours worked by our staff. The extra charge for additional hours will be at the rate of *redacted* and will start at 15 minutes after the expected collection time. This will be charged as an hour for 15-30 minute lateness as two members of staff will need to be present.