



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 two contact numbers for friends/relatives who could pick up the child if the parent/carer is unable to.

The Manager/ Nursery staff will:

- Maintain records to ensure each child has 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 or emergency contacts.
- Start phoning 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 discretion of the Nursery Manager.