

Section 4: Best Practice

53. Late Collection and Non-Collection

At **CHIGWELL AND HAINAULT SYNAGOGUE NURSERY** we expect all parents to agree to collect their child from the nursery between 12.15 and 12.25 pm (1.15 -1.25 pm if lunch is required). We give parents information about the procedures to follow if they expect to be late. These include:

Calling the nursery as soon as possible to advise of their situation
Asking a designated adult to collect their child wherever possible
Asking parents to complete a 'child collection' form prior to starting
Asking parents to submit a photograph together with details of the person, connection/relation (designated adult/s) to the child prior to the child's commencement at the nursery which can be used normally and in emergency circumstances. The details must be submitted to both the Manager and Key Worker and will be held on record in the relevant classroom.

Informing the nursery of this person's identity so the nursery can check their records. 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 well and vice versa in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time **½ hour** has been allowed for lateness, 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

The manager/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. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record

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

In order to provide this additional care a late fee of **£10** 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.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	03456037627
Ofsted	03001231231

This policy was adopted on	Signed on behalf of the nursery	Date for review
24/02/2021	Melanie Kaye	24/02/2023