

Little Rainbow Nursery

Late Collection and Non-collection

- All parents agree an approximate collection time at the nursery no later than 6:30pm and are clearly informed of procedures on what to do if they are expected to be late.
- In the instance of a child not being collected from the nursery after a reasonable amount of time. 10 minutes has been allowed for lateness, the following procedure will be initiated by staff:
 - The person on duty will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parent/carers will be contacted on the numbers provided for their home or work. If this fails the emergency contacts will then be contacted as per the child's records.
 - The staff member on duty and one other member of staff must stay behind with the child (if it falls outside normal operating hours).
 - If parents/carers still have not collected the child, the staff member on duty will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on full incident record.
 - In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation.
 - 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.

This policy was adopted on: April 2021

Date for review; April 2022