

LATE COLLECTION AND NON-COLLECTION

When registering a child with Conkers, parents give details of up to four adults (including parents) who will have responsibility for collecting their child. Contact details are recorded and a password chosen. Parents are asked to provide a photo or description of each designated adult.

Links to legislation: Childcare Act 2006, Working together to Safeguard Children, (guidance for inter-agency working, 2015), statutory guidance EYFS 2014

Links to other documentation:

Safeguarding and Child protection policy

Registration form

Arrival and Departure policy

Fees policy

Parent partnership policy

Parents choose session times when registering their child. We give parents information about the procedures to follow if they expect to be late for collection.

These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery immediately to advise of their situation
- Asking a designated adult (named on registration form) to collect their child
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- 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's safety password 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 within five minutes of the specified time and we have not been contacted by a parent, we initiate the following procedure:

- The manager will check for any information regarding changes to normal routines and parents' work patterns. 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, which may mean a member of staff having to work beyond their contracted hours. 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 thirty minutes, the duty manager will ring Somerset Direct (0300 123 2224) or the Children's Social Care emergency duty team for advice
- The nursery will inform Ofsted (0300 123 1231)
- Two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. No member of staff will take a child off the premises
- 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
- Late collection will incur charges as follows: £5 for up to 15 minutes past usual collection time and £5 for every 15 minute period thereafter. Please refer to fees policy

Contact numbers:

Name	Contact No
Somerset Direct	0300 123 2224
Social Services Emergency Duty Team	0300 123 2327
Ofsted	0300 123 1231

Monitoring and review

- All nursery policies are monitored and reviewed annually
- Policies and procedures are updated and amended in line with any emerging and relevant government legislation or county council guidance

Informing parents of changes to policy

Our policies are reviewed regularly. Parents are notified by email, usually with their invoice or newsletter

This policy was adopted on	Signed on behalf of the nursery	Date for review
1-2-16	Tina Graham	1-2-17
Reviewed 1-10-17	Tina Graham	1-10-18