



## Late Collection/Uncollected Child Policy

In the event of a child not being collected by an authorised adult and their expected collection time, The Life Nursery will put into practice the agreed procedure.

- The children will receive a high standard of care in order to cause as little distress as possible
- Ensure correct ratios are in place of adults to children

The Life Nursery session times are as follows:-

- Morning 8.30am-11.30am
- Lunch 11.30am-12.15am
- Afternoon 12.15pm-3.15pm
- Full day 8.30am-3.15pm

### Procedures

- Parents are asked to provide specific information when their child starts attending The Life Nursery, which is recorded on the registration form.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform The Life Nursery in writing of how they can be contacted or if an occasional occurrence, verbally.
- Parents are informed that if they are unable to collect their child as planned, they must inform us to enable us to take back-up measures by calling an emergency contact on the registration form.

### In the event of a child not being collected by the end of the session:-

- After 15 minutes, all contact numbers in order of preference on the registration form will be contacted by a member of staff.
- If parents/carers are not contactable, the second named person will be contacted.
- Every effort will be made to contact all named persons.
- The child will not be allowed to leave the nursery with anyone who is not named on the registration form.
- If the child is not collected within 30 minutes of their expected collection time and there is no named contact, we apply the procedure for uncollected children. If we have any cause to believe that the child has been abandoned, we will contact the Bradford Social Care Team (01274 435600) (out of hours 01274 431010).
- The child will stay in the nursery with Manager and Deputy Manager until the child is safely collected by either parents, secondary contact, social care worker or other person specified by social care.
- Under no circumstances will any staff member leave the nursery to look for the parents.
- A full written report of the incident will be recorded and filed and Ofsted will be notified.
- We will ensure the child is not anxious and refrain from discussing the situation in front of them.

### In the event of a child continually being collected late:

- The Manager will speak to the parent to address the problem.
- If no improvement has been made to collect your child on time, parents will be issued with a late collection letter.
- If there is still no improvement, parents will be issued with a late collection fee for every 15 minutes in which they are late which is £5. Parents sign this on registration form.

Reviewed by Louise Gray, Nursery Manager and Kirsty Beck, Deputy Manager – September 2024

Read and agreed by:

Name	Date