



## Late Collection and Non-Collection

EYFS: 3.73

At Red Kite Schoolies we expect all parents to agree an approximate time to collect their child from the setting. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the setting in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery, who will call a Schoolies member of staff on duty, as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing Schoolies of this person's identity so the setting 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 Schoolies staff, the parent must provide a detailed description of this person and a description of their car where known.

If a child has not been collected from the nursery after a reasonable amount of time (30 minutes) has been allowed for lateness, we initiate the following procedure:

- The manager will be informed that a child has not been collected
- The manager/staff will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager/staff will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager/staff 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 setting will plan to meet required staff ratios. If the parents have still not collected the child, the manager/staff 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 setting 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 always met and to minimise distress staff will distract, comfort, and reassure the child during the process
- To provide this additional care a late fee of £20 per hour will be charged to parents. This will pay for any additional operational costs that caring for a child outside their session hours may incur.



**Contact numbers:**

<b>Name</b>	<b>Contact No</b>
Social Services Emergency Duty Team	01609 780 780
Ofsted	0300123 1231 or 0300 123 4666

<b>This policy was adopted on</b>	<b>Signed on behalf of Schoolies</b>	<b>Date for review</b>
<i>August 22'</i>		<i>August 23'</i>