

**Springboard Sunderland Trust**

**Springboard Nursery**

**Late Collection - Uncollected Child**





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<b>Late Collection - Uncollected Child</b>	
Category:	Springboard Nursery
Responsible Person:	Gemma Dunn
Accountable Person:	Jane Waggott
Date of First Issue:	November 2015
Next Review Date:	01/08/2025

## Policy statement

This policy is for protection of children who have been left at the Nursery over the agreed collection time or once the nursery has closed the nursery has a duty of care to the children and parents to ensure that collection of very young children is made at the agreed time or within normal nursery opening hours. Late collection / uncollected causes additional overhead and cost for the nursery and potentially unnecessary distress to a child.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care, please call at the earliest opportunity and discuss with the Manager/Deputy Manager the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

In the event that a child is not collected by an authorised adult at the end of a session / day, Springboard Nursery will put into practice this agreed procedure. This procedure will ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible, and we will inform parents/carers of our procedure so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

## Procedures

All parents/carers will be given a five-minute grace period on late collection of their child. If your child has still not been collected 5 minutes after the session has ended, then a £10.00 charge will be levied and for every ten minutes thereafter.

If you are late collecting your child, they will be cared for where possible, by their key person and a senior member of staff. Your child will be inside the Nursery and reassured by the staff members. Any specific needs will be addressed.

Upon registration parents of children are asked to provide the following specific information which is recorded on their Registration Form:

- Home address and telephone number of parents - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- For children, whose parents do not live together we need the home address and telephone number for all parents who have parental responsibility
- Place of work telephone number (if applicable) for parents who have parental responsibility.
- Names and telephone numbers of any adults who are authorised by the parents to collect their child from the setting, this may be a childminder or extended family member e.g. grandparent.
- Information about any person who does not have legal access to the child.
- Parents are informed that if they are not able to collect the child as planned, they must inform us, so we are aware of who is picking the child up and the agreed password is used.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.

- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written or verbal details of the name and telephone number of the person who will be collecting their child. We will agree with parents how to verify the identity of the person who is to collect their child.
- We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

## Late Collection

### **If your child(ren) remains uncollected 5 minutes over the set time:**

Nursery Manager and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.

### **If your child(ren) remains uncollected 5-10 minutes over the set time:**

The parents or carers will be contacted; late stay fees will be collected of £10.

### **If your child(ren) remains uncollected 10-20 minutes over the set time:**

The Manager/Deputy Manager will contact the first emergency contact on your child's registration form. Please note this will not happen if the manager has been successful in contacting the parent/carer due to collect the child. Late stay fees will still be collected of £20

### **If your child(ren) remains uncollected 20-30 minutes over the set time:**

The Manager/Deputy Manager will call the second emergency contact on your child's registration form. Please note this will only happen if the Manager/Deputy Manager was unable to contact the first emergency contact and the parent/carer has not contacted the Nursery. Please note that late stay fees will be collected of £30.

### **If your child(ren) remains uncollected 30 minutes over the set time:**

The Manager/Deputy Manager will contact the local authority's children's social services care team for advice on their next course of action. This will only happen if none of the child's emergency numbers have made contact with the nursery. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

## Escalation

- Ofsted will be notified in the event of collections after 30 minutes where no notification was given.
- After 30 minutes Staff will follow Uncollected child procedure below
- Late fees will be added to your child's account and collected with the next fee invoice.
- Unreasonable and / or persistent lateness may regrettably result in the nursery terminating your place

Please note that if the Manager/Deputy Manager sees fit she/he may contact the local authority's children's social services care team earlier than it states in the set procedures for advice if necessary.

## Uncollected Child

If a child is not collected at the end of the session/day, we follow the following procedures:

- If no-one collects the child after half an hour and there is no-one who can be contacted to collect the child, we apply this procedure for uncollected children.
- We contact our local authority children's social services care team for advice of next course of action:

Initial Response Team (8:30am to 5:00pm Monday to Thursday and 8:30am to 4:30pm Friday)      0191 520 5560

Emergency Duty Team (Out of Hours Service)      0191 520 5552

- The child will stay at our setting in the care of two members of staff until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances will staff go to look for the parent, nor will they take the child home with them.
- A full written report of the incident will be recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for any additional hours worked by our staff.

This policy was adopted at	Springboard Nursery
Date:	24/08/2021
Date to be reviewed	01/08/2025
Signed by the manager	<i>J Waggott</i>
Signed by the signatory	<i>S Reay</i>
Name of signatory	Steve Reay
Role of signatory	Chief Executive