

LATE & UNCOLLECTED CHILDREN

It is important that children are collected promptly at the end of their session; we are required under the Statutory Requirements of the EYFS 2012 to maintain staffing ratios, late collection impacts on our ability to comply with this regulation.

Unplanned late collections will be charged at £4:00 per half hour or part thereof, late collections after 6:30 will be charged at £8:00 per half hour or part thereof. Persistent late collection could result in your child losing their place at nursery.

If a child has not been collected within 1 hour of their session end time or by 6:30 without any contact from the parents, then the Nursery Manager or Team leader should attempt to contact the parent using the information held on the "A1 ENROLMENT FORM" for that child as follows and the list of the child's emergency contact numbers.

If there is no answer to these efforts, then the Nursery Manager or Team leader must inform the proprietors of the situation.

The proprietors or their deputy will then repeat the nursery's attempts to contact the parents.

If after 2 hours or at the close of nursery, there is no satisfactory conclusion, the proprietors or their deputy, will contact Local Authority Children's Social Care Team, to appraise them of the situation and to ask them for support should the parents continue to fail to pick up the child. Ofsted will be informed at this stage.

Under no circumstances, must any nursery staff make informal arrangements with the parents or emergency contact persons, to take the child from the nursery.

The only people authorised to take the child from the nursery are the parents, the authorised people listed on the "A1 Enrolment Form" or a duly authorised person from the Local Authority Children's Social Care Team.

Social care contact number is: 01302 737777

Emergency outside office hours: 01302 796000