**LATE COLLECTION OR NON-COLLECTION OF CHILD POLICY AND PROCEDURE**

It is the responsibility of parents to collect their child(ren) on time at the end of each day. Docklands Day Nursery (DDN)recognises that it has a statutory duty to safeguard and promote the welfare of children, and that this duty includes having some arrangements in place in dealing with children who are not collected at the end of a nursery day. We expect all parents to agree an approximate time to collect their child from the nursery.

Docklands Day Nursery has an obligation to stay with any uncollected child at the end of the day, until that child is collected. So, on completion of admission form of the child(ren), parents should supply the nursery with the following information:

* The names and full addresses of parents/carers (and confirmation of parental responsibilities)
* Home and work, Mobile telephone numbers.
* Two emergency contacts (designated adult) who may be called in the event of an emergency.
* Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)

We give parents information about the procedures to follow if they expect to be late, which include the following:

* Calling the nursery as soon as possible to advise of their situation.
* Asking a designated adult to collect their child wherever possible.
* Informing the nursery of this person’s identity so that the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by the 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. This designated person must know the individual child’s safety password in order for the nursery to release the child into their care.

If a child has not been collected from the nursery after a reasonable amount of time **(1 hour)** has been allowed for lateness, we will initiate the following procedure:

•  The nursery manager will be informed that a child has not been collected.

•  The manager will check for any information regarding changes to normal routines, parents’ work patterns or general information. 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. If the parents have still not collected the child, the manager will telephone all contact numbers available every 15 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: 020 8496 3000 or (020 8496 2310)

•  The nursery will inform Ofsted (03001231231) 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 met at all times and to minimise distress staff will distract, comfort, and reassure the child during the process.

•  In order to provide this additional care a late fee of ***£1 for every minute*** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

If nobody collects the child within one hour of their expected collection time and there is nobody who can be contacted to collect the child, we will apply the procedures for uncollected children by contacting the local authority children’s social care team, see the phone numbers above. This should be done by the nursery manager or a member of the senior management team.