Late Collection and Non-Collection of Children Policy

At Little Oaks nursery at RHS we offer School Day hours and full day sessions. Parents can collect their child from the nursery flexibly within this time period. We ask them to be no later than the session end time, for example if they attend the School hours session we expect children to be collected no later than 3:30pm and for the full day session no later than 6pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees remain in place for the allocated session times.

Collection procedures:
Children will only be released to parents or carers who have been authorised to collect them. Parents are required to inform the nursery of any changes to collection arrangements in advance either via the Famly app or directly with the nursery team.
Other authorised contacts can be added via the Family app including their contact details and a profile picture. We require at least 2 emergency contacts. If someone unknown to the nursery arrives to collect, we will contact parents to confirm and will request identification. This is safeguarding measure.

Timely collection:
Parents are expected to collect their child promptly at the end of their booked session.
End of session hand overs are an important opportunity for the nursery team to share information about your child's day we therefore kindly ask you to arrive 10-15 minutes prior to the session finish time to receive a full handover.

Collection deadlines:

- School day session 3:30pm
- Full day session 6pm.

Parents are welcome to collect earlier than their session finish time but please note that full fee's will still be applicable.
Persistent late collection will incur additional charges and will be discussed with parents to ensure arrangements remain appropriate for the child and staff team.

Procedures for expected lateness:

Parents who anticipate being late should:

- Call the nursery as soon as possible to advise of their situation and expected time of arrival

- Agree a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Ask a designated adult to collect their child wherever possible
- Inform the nursery of this person's identity so the nursery 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 the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

Procedures for non-collection.

If a child has not been collected from the nursery after 15 minutes of the session end time we 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 or 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 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 nursery 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
- In order to provide this additional care a late fee 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. Late collections impact our staff and operations and therefore persistent late collections may result in further action including removal of the nursery place.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	0800 917 1109
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date for review
9th September 2026	Michelle Dent	*9th September 2027*