



Late/Non-Collection Procedure

Parents/carers are informed that if they are unable to collect the child as planned they must inform a member of the nursery team on our contact telephone number provided so that we can initiate back up procedures. Late collection is subject to a late collection fee. Parents/carers are informed that in the event that their child is not collected from the nursery by an authorised adult and the team can no longer supervise the child in our premises then we will apply our child protection procedures, which are as follows:

- Information will be checked about changes to normal collection routines.
- If no information is available parents/carers are contacted at home or at work.
- If this is unsuccessful the adults who are authorised by the parents/carers to collect their child from the nursery – and whose telephone numbers are recorded on the enrolment form – will be contacted.
- All reasonable attempts are made to contact the parents/carers or emergency contacts on the enrolment form. This will be done as often as every 10 minutes.

The child will remain at the nursery in the care of two team members until the child is safely collected. The child will not leave the premises with anyone other than the parent or guardian unless contact has been made with parents/carers and alternative arrangements are made.

If the child is still on the premises one hour after the end of the session we will contact our local authority services department (0113 3760336 during office hours or 0113 2409536 out of office hours) and inform Ofsted on 0300 123 1231.

A full written report will be recorded and depending on the circumstances we reserve the right to charge parents/carers for the additional hours worked by our team. The extra charge for additional hours will be at the rate of £10.00 and will start at the expected collection time. This will be charged as an hour for 15-30 minute lateness as two members of our team will need to be present.

