

Stepping Stones Childcare

Late Collection and Non-Collection Policy

All our parents agree on the time they need to collect their children and are informed of procedures on what to do if they are expected to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation
- Asking a designated person to collect their child wherever possible
- Informing the nursery of this person's identity so the staff can talk to the child if appropriate
- If the designated person is not known to the nursery staff, the parent must provide a description of this person and this person must know the individual child's password in order for the child to be release into their care. This is the responsibility of the parent

In the instance of a child not being collected from the nursery after 10 minutes has been allowed for lateness, the following procedure will be followed:

- The manager will check for any information regarding changes to normal routines, parent's work patterns or general information. If there is no information recorded the parents will be contacted. If this fails, the emergency contacts will then be contacted as per child's record.
- The manager and another member of staff must stay behind with the child.
- If the parents still have not collect the child, the manager will telephone all contact numbers every 10 minutes until contact is made. These calls need to 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 Social Services Emergency Duty Team to advise them of the situation.
- 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.
- In order to provide this additional care a late fee of £5.00 for every five minutes will be charged to the parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers

Social Services Emergency Duty Team	0208 496 2310 (before 5pm) 0208 496 3000 (out of hours or weekends)
Ofsted	0300 123 1231

Internal use only

This policy was adopted on	23.03.12	
Signed on behalf of the nursery	<i>Susan Perkins</i>	
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Signed on behalf of the nursery	<i>Susan Perkins</i>	
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Signed on behalf of the nursery	<i>Susan Perkins</i>	
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