

LATE COLLECTION AND NON-COLLECTION POLICY

At Storybook Montessori we expect all parents to agree a time to collect their child from the nursery school. We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the nursery school as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Agreeing a safety password with the nursery school in advance to be used by anyone collecting a child who is not the parent or designated adult
- Informing the nursery school of this person's identity so staff 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 school 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 school to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery school after 15 minutes has been allowed for lateness, we initiate the following procedure:

- The leadership team will be informed that a child has not been collected
- The leadership team will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager/staff member in charge will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager/staff member in charge will try the emergency contacts shown on the child's records.
- A member of the leadership team and at least one other member of staff must stay with the child (if outside normal operating hours). During normal operating times, the nursery school will plan accordingly to meet required staff ratios. If the parents have still not collected the child, the manager/staff member in charge 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 elapsed, the manager/person in charge will ring the Local Authority Children's Social Services Emergency Duty Team.
- Two members of staff will always remain in the building until suitable arrangements have been made for the collection of the child.
- Members of staff are **not** permitted to take children to their own home, the child's home or any other premises. Staff will remain on the nursery school premises until suitable collection

arrangements have been made and the child is safely handed over to a responsible person. In an emergency situation, guidance will be sought from the proprietor.

- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child in a stimulating play environment during the process.
- In order to provide this additional care we reserve the right to charge a late fee of £25 for each 30-minute period or part thereof. This will pay for any additional operational costs that caring for a child outside their normal nursery school hours may incur.

Contact numbers: Name	Contact No
Social Services Emergency Duty Team	01628 683150
Out of Hours Team	01344 786543