



LATE COLLECTION OF CHILDREN

This guidance has been developed to formalise procedures when parents/carers are late in collecting their child/ren from nursery. Parents must allow time for staff to share information with them about their child's day within the time period of the session they have booked.

WHAT SHOULD PARENTS / CARERS DO WHEN THEY REALISE THAT THEY ARE GOING TO BE LATE?

As soon as a parent/ carer realises that they are not going to reach the nursery before the end of the session their child is booked in for, they should telephone the nursery to inform them. If there is a friend or family member who could be contacted who may be able to pick up your child sooner, please do try to call them and ask them if they can help.

If any other adult is collecting a child, staff will only release children into their care if the following steps have been taken:

1. Parents/carers have given nursery staff the name of the adult collecting the child and have been issued a security password.
2. The parent has given the password to the adult collecting the child.

It is accepted that, due to exceptional unforeseen circumstances, there may be occasions when parents cannot collect their children on time.

Nursery staff will keep a record of when parents are late in collecting their children and of the circumstances.

It has been identified that parents and staff need to agree which watch/clock will be used to measure lateness and all agree to accept the time given by this at the time the child is collected. At Scarcroft Green and Heather's nurseries the time will be measured using the clock in the manager's office, visible from the entrance lobby.

At Joseph's Nursery the time will be measured using the clock on the wall in the main playroom. Please set your watches by these clocks (or make the time allowance as necessary).

The following steps will be taken when parents arrive late to collect their child/ren:

1. Verbal informal warning from Nursery Manager
2. Written warning from Nursery Manager
3. Final warning from General Manager, giving notice if it should occur again within 12 months of the recorded first incident.

Other nurseries also impose fines as penalties for lateness, commonly in the region of £1 per minute for each minute after 6pm. Whilst YC would prefer not to introduce such a system, it may be something to consider if lateness remains a problem.

This policy applies in all circumstances when parents arrive late to collect their child/ren.