



## Late Collection

### Late Collection Procedure

We understand that in exceptional circumstances, e.g., traffic jams, onset of illness etc., parents/carers may be unavoidably delayed in collecting their child at the end of a session. Staff explain to parents/carers on admission that the Nursery should be informed immediately if any such problems arise so the setting can make arrangements for a member of staff to supervise the child until a parent/carer arrives to collect the child. They also emphasise that it is the responsibility of the parents to keep the setting up to date with any changes to emergency contact numbers. However, we request that if such circumstances arise a parent/carer should attempt to make alternative arrangements for a responsible person to collect the child. The Nursery should be called to provide members of staff with clear instructions on how to check the identity of this person.

If the above does not occur the following procedure will apply:

1. If at the end of the session a child has not been collected without notification after 15 mins the answer phone should be checked in case a message has been missed.
2. If no messages have been received the child's parents/carers will be contacted by a member of staff.
3. If parents/carers cannot be contacted any further designated emergency numbers will be tried by a member of staff.
4. If no person can be contacted the most senior member of staff, plus one other staff member on site will wait with the child for up to one hour after the end of the final session.
5. If the child has still not been collected by this time Children's Services will be contacted. The senior member of staff will remain with the child until Children's Services collect the child.
6. The senior staff member will document all calls made to the numbers designated by the family and will leave a telephone message for the parents to explain what has happened, why and how Children's Services can be contacted.

### Minor Persistent Late Collection

If a child is persistently collected a few minutes late the Executive Headteacher will speak to the family to remind them of the collection time and request that in future that the child is collected promptly.



Cookham, Maidenhead and The Lawns  
Nursery School Federation



**Approved by:** Teaching and Learning Committee

**Signed by Chair of Governors:** .....

**Date:** 13<sup>th</sup> June 2022

**Review Date:** June 2025