



## 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 (2.45pm) a child has not been collected without notification after 10 minutes 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. The child will be taken to the office and will wait there with a member of the office team.
5. If no person can be contacted in a reasonable time frame, then Children's Services will be contacted by a senior member of staff.
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.
7. Parents should refer to the current terms and conditions for late collection fees.



Cookham, Maidenhead and The Lawns  
Nursery School Federation



**Approved by:** Teaching and Learning Committee

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

**Date:** 3<sup>rd</sup> June 2025

**Review Date:** June 2028