



# Bolitho Nursery

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## Policy 8.19

### Arrivals, Late Collection & Non-Collection



## 8.19 Arrivals, Late Collection and Non-Collection

EYFS: 3.73

At Bolitho Nursery we expect all parents to adhere to booked session times and to collect at the times stated. We give parents information about the procedures to follow if they expect to be late.

### Arrival

- It is the policy of the nursery to give a warm welcome to all children on their arrival to nursery. Entrance to the Nursery is through main reception only.
- Session times start at 08:00, 09:00am or 13:00.
- The 08:00-09:00 drop off time is flexible however we do expect all children to arrive promptly for their sessions. Management reserve the right to refuse admission to arrivals after 09:30 or 13:30, they will not be admitted until the following session or the next day.
- If a child is more than half hour late arriving for their session and we have not received any notification the room leader will inform the management. The management will then call the parents and log this.
- Please inform us when dropping off about the following:
  - Who will be collecting your child at the end of their session.
  - If your child has had any medication in the past 12 hours.
  - If your child needs prescription medicine during the day. A consent form needs to be completed and signed.
  - If your child has arrived with any injuries, bruises or bumps; Parents will be asked to sign an existing injury form to record this information.

### Departure

- Only the person named at drop off is able to collect unless prior notification has been received of a change.
- Agree a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation, If the designated person is not known to the nursery 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 password in order for the nursery to release the child into their care. This is the responsibility of the parent.
- Persons collecting children from the nursery must be 16 years of age.
- Children will not be allowed to leave the nursery unaccompanied.
- Please contact the nursery if you will be late in collecting your child.
- On departure the staff will ask you to sign your child out.

### Late Uncollected Children

- Parents are informed of the timings of the sessions and sign a contract agreeing to these session times. Contact details are updated with parents at the start of each academic year.

It is the responsibility of parents to update these details should changes occur in the meantime.

- It is essential that children are collected promptly at the end of the day as our insurance expires at 18:00.
- All children must be collected on time at the end of their session or the following charge applies:-

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| <b>Charge for late collection.</b> | If a child is late being collected, £50.00 will be charged. The management reserve the right to add additional costs at their discretion. |
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If a child has not been collected from the nursery after a reasonable amount of time, after 5 minutes has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected,
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records,
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager 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 lapsed, the person in charge will ring the local authority children's social services emergency duty team. (If this is after the nursery closing time then social services will be contacted after half an hour)
- The nursery will inform Ofsted as soon as convenient,
- 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 and to minimise distress staff will distract, comfort and reassure the child during the process.

| <b>This policy was adopted on</b> | <b>Signed on behalf of the nursery</b> | <b>Date for review</b> |
|-----------------------------------|--|------------------------|
| 24th March 2020                   |  | March 2021             |
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