

Late Collection and Non-Collection

At The Olive Tree Nursery, we expect all parents to collect their child from the nursery within the stated session times. Children must have been collected and have vacated the building by the end of their session time. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- 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 safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.
- You must ensure that your child is collected at the scheduled time of collection. If you are not able to collect your child at the scheduled time, you should make every effort to inform the Nursery Management as soon as possible. Late charges of £5.00 for each 5 minutes may be charged. The Nursery is under obligation to the local authority safeguarding board to inform the relevant agencies should a child remain with us 30 minutes beyond the collection time where there has been no notice and mutual agreement between the parent/carer and Nursery management.

If a child has not been collected from the nursery within the stated session times, we initiate the following procedure:

- The senior manager on shift will be informed that a child has not been collected
- The senior manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the senior manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the senior 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.
- 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
- 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
- In order to provide this additional care a late fee of £10.00 for the first 15 minutes and then £7.50 for each 15-minute block entered into after will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	0300 123 2327
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the nursery	Date for review
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22.10.2025	Manager: Helen Hazell	22.10.2026
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