

## PROCEDURE FOR CHILDREN WHO ARE LATE BEING COLLECTED

If there are any children left after closing time the following procedure is to be carried out;

1. If a parent has informed the nursery by telephone that they are going to be late:
  - (a) Without distressing the child inform that their parent/carer is going to be a little late, reassure them that they are on their way.
  - (b) Stay with the child and have two members of staff on site at all times, if necessary contact a member of the management team for support.
  - (c) Keep the child occupied at all times and continue to reassure them that their parent/carer is on the way.
  - (d) When the parent/carer arrives reassure them of the child's welfare, then see them together off the premises.
  
2. If no contact has been made by the parent/carer
  - (a) A member of staff is to stay with the child whilst another tries to contact the parent/carer on the telephone numbers provided, if there is no reply try other contacts that may have been supplied.
  - (b) If there is no answer from these then wait with the child until the parent /carer arrives.
  - (c) Continue to try to contact numbers until you get a reply.
  - (d) Ensure that you reassure the child appropriately.
  - (e) If any child remains uncollected after 6.30pm or 30 minutes after the end of their booked session the non-collected child procedure must be put into practice.

Any child remaining at the nursery after the stated session time will be charged an hourly rate, any child remaining at the nursery after 6pm will be charged for every 15 minutes at an agreed price set by the management.

The Old School Children's Centre

Reviewed Dec 2017  
Review Dec 2018

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