



Late Collection / Non-Collection Policy

West Byfleet Nursery has procedures in place to safeguard the children and staff in the event of non-collection of a child. We aim to do this by following the procedure set out below:

- Two members of staff will remain at the nursery with the child/children.
- If the parent/carer is more than 10 minutes late, and has not contacted the nursery, a member of staff will telephone the parent/carer after obtaining the relevant information from the child's admission form.
- Staff will record the time and all attempts to contact the parent/carer and any subsequent conversations, on a non-collection of child form located in the Safeguarding file. This record will be kept securely in the setting's Safeguarding file for not less than 21 years.
- If there is still no contact after a further 10 minutes staff will attempt to contact all persons detailed as additional contacts on the child's admission form.
- No child will be released to anyone under the age of 18 even with the parent's permission.
- If the parent/carer cannot be contacted after another 10 minutes (a total of 30 minutes) and all emergency numbers on file have been telephoned with no success, staff will telephone the Local Authority Social Services departments as follows:
Surrey C-SPA (Children's Single Point of Access), on 0300 470 9100,
Emergency Duty Team (Out of hours) on 01483 517898
or alternatively the local police.
In all these instances Ofsted will also be notified within 24 hours.
- Two members of staff will continue to stay with the child until the situation is resolved and the child has been safely collected by the parents/carer or their authorised representative or a social worker.
- In the managers absence she will be kept regularly informed of the situation.
- Late Collection - Children who are not collected on time will incur an additional charge of £15 per 15 minutes or part thereof.

Signed: Ruth Claydon

Date: 7th March 2025

Next Review: March 2026