



## Orchard House Late collection and non- collection

At Orchard House we expect all parents to agree to collect their child from the nursery on time unless notified of a significant event. We give all parents information about our opening and closing time and the procedures we follow if they are expected to be late collecting their child. These include:

- Agreeing a password with the nursery in advance to be used by the designated person collecting the child on the parent's behalf. (giving child's name, their name, and the agreed password)
- Calling the nursery as soon as possible to notify us that they are going to be late.
- Having an emergency contact or person to collect their child on their behalf.
- Informing the nursery of the person's identity so we can put the child at ease, reducing any distress caused.
- If the designated person has not collected the child previously, the parent must provide a detailed description of the person. They must know the allocated password for us at Orchard House to release the child.

### Late charges:

**6-15 and 6-30pm    £17.00**

**6-30 and 7.00pm    £30.00**

**After 7pm            Variable**

**Late charges MUST be paid in cash to the practitioners that have stayed with your child/ren. Please can you ensure that late charges are paid as early as possible. THANK YOU**

If a child has not been collected from the nursery after a reasonable amount of time the deadline is 7.30pm, which allows parents 1 hour and 15 minutes from when the nursery closes and if the parents have not kept the practitioners updated and informed, we will follow the procedures for non-collection. These are:

- The practitioner will notify the nursery manager that the child has not been collected.

- The manager will try to contact the parent on the contact numbers provided. If this fails, the manager will try the emergency contacts listed.
- In the event of no contact being made after the agreed time the person in charge will call the local authority children's social services emergency duty team.
- The nursery will notify Ofsted as soon as possible.
- The two practitioners will remain with the child until suitable arrangements have been made.
- The child's needs will always be met to ensure that they do not become distressed or upset.

Social services emergency duty team 0208 854 8888

Ofsted 0300 123 1231

Written by Donna Bachelor    May 2024