



Late Collection & Non-Collection Policy

Providers are responsible for complying with the current EYFS framework and legal expectations.

1. Authorised Collection Times

- We offer **morning (until 1:00 pm)** and **afternoon/all-day (until 6:00 pm)** sessions.
 - Parents must collect their child **no later than the session end time**.
 - Early arrivals are acceptable—but the **full session fee applies**, even if the child is collected early.
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2. Late Arrival Notification

Parents should:

- Call the nursery **as soon as possible** if they expect to be late
- Provide the name and details of a **designated adult** authorised to collect their child
- Share the child's **pre-arranged safety password** to facilitate secure collection
- If the designated adult is unknown to staff, parents must describe them thoroughly

These measures support safeguarding while offering flexibility when parents face unexpected delays.

3. Procedure for Late or Non-Collection

If **30 minutes** have elapsed since session end without contact:

1. The **manager** is notified immediately.
2. They check for notes about the parent's schedule or known delays.
3. Efforts begin to contact the parent via all telephone numbers on file.
4. If unsuccessful within **10-minute intervals**, emergency contacts are called.
5. Two staff remain with the child at all times. Outside nursery hours, staff ratios must still be met.
6. All call attempts and outcomes are **logged in detail**.

If **one hour** passes since session end with still no contact:

- Manager contacts **local children's social care emergency duty team**



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- Ofsted is informed **at the earliest opportunity**
- Staff continue to stay with the child until safe collection is arranged
- The child is comforted and engaged purposefully to reduce distress

This procedure aligns with EYFS statutory guidance and safeguarding best practices for uncollected children.

4. Late Collection Fees

A **late collection fee** applies to cover additional staffing and operational costs:

- Charged when a child is collected **after the official session end time**, even if contact was made
- Fees may also apply for designated adult pickups if they occur after session hours
- The **standard fee amount** is clearly communicated at registration and displayed in the nursery handbook

Note: While fines are technically permitted, public sector institutions in the UK do not standardly fining parents for lateness. A reasonable fee structure must be explained clearly to parents upon enrollment to avoid confusion or unfair practice

5. Child Welfare and Support

Throughout any delay:

- Staff ensure the child's **emotional and physical needs** are met
 - Activities are offered to engage the child and reduce distress
 - Comfort and reassurance are prioritised throughout the waiting period
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6. Safeguarding Considerations

- If a child appears **in distress, unwell, or at risk**, staff must follow the **Safeguarding & Child Protection Policy**
 - Any concerns raised during the waiting period must be logged and escalated appropriately
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7. Communication with Parents

- Parents will receive a **written summary** of the incident, including collection time, calls, and actions taken
- Information on applicable **late collection fees** is provided within 24 hours

8. Staff Training & Responsibilities

- Staff and managers receive **training on late collection procedures, safeguarding responsibilities, and communication protocols**
- Managers ensure sufficient staffing remains after closing time to fulfil duty of care

9. Policy Review & Monitoring

This policy is reviewed **annually**, or sooner if:

- There are changes to EYFS or safeguarding guidance
- Incident reviews indicate procedural improvement
- Feedback or complaints suggest updates are needed

Contact numbers:

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

This policy was adopted on	Signed on behalf of the nursery	Date for review
Nov 2024	Early Explorers Day Nursery	Nov 2026