



South East Cornwall Multi Academy Regional Trust

# Late Collection and Non-Collection Policy

Date	Changes
02/10/2023	Approved by Rachel Sharman
19/10/2023	Approved by Rachel Sharman
23/10/2024	Approved by SMART Nurseries Committee
05/12/2025	Approved by SMART Nurseries Committee

Adopted Date: 5<sup>th</sup> December 2025

Status: Approved

Review period: 5<sup>th</sup> December 2026

# Contents

Introduction	3
Parents/Carers are aware of our procedures through a signed registration pack and highlighted on our nursery website. The following procedures will be followed;	3
Repeated late collection will result in:	4
Contact Numbers	4

## Introduction

### Links to the Early Years Foundation Stage: Safeguarding and Welfare Requirements: 3.73

At SMART Nurseries, we have morning, afternoon and all-day sessions available, between the working hours of 08:00 to 17:00. Parents have the flexibility to collect their child earlier within their allocated booked session, but no later than the session end time which is agreed between the parent and nursery manager. For example; if your child is booked to stay until 13:00 the child should be collected no later than this booked time slot, any late collection will result in a late collection fee being issued. This is applicable to all parents using our SMART Nursery facilities, ranging from children 0-5 years and school aged children within some of our nursery provisions known as SMART Owls.

### Parents/Carers are aware of our procedures through a signed registration pack and highlighted on our nursery website. The following procedures will be followed;

- Parents should call the provision as soon as they know they will be running behind schedule. This will ensure adequate supervision of ratios will be provided until the child is collected.
- If the parent is unable to collect, the parent will call the nursery provision to ensure suitable steps are in place for safe collection of their child. The parent will appoint a family member or trusted adult who is named on the registration pack and will provide a descriptive overview of the individual and confirmation of the agreed password if they have not collected prior to this.
- Where the parent's emergency contacts are unable to collect and the individual is not listed on the registration form, the parent will provide the above points, and the individual will be asked for a form of identification.
- If the above points cannot be suitably provided by the individual collecting the child, the nursery provision will make further contact with the parent to ensure further safety checks are carried out accordingly
- Practitioners will ensure children of an age who have the ability to recognise different family members are aware of the change within their collection and a small discussion will take place.
- In order to provide this additional care, a late fee will be charged. This will cover operational costs that caring for a child outside of their normal nursery hours may incur. The following fees will apply;

Time Late	Fee Applied
1 – 10 Minutes Late	£10
Every additional 5 Minutes	£5

- Parents will be informed of any increase in charges one full calendar month, prior to these changes being made.

## If a child has not been collected from the nursery provision (inclusive to all aged children) and contact has not been made by the parent before 10 minutes past collection time, the following procedure will be initiated;

- The nursery manager will be informed that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the 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. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record;
- In the event of no contact being made after one hour has lapsed, the person in charge will contact all appropriate authorities to report non-collection (inclusive to the local authority children's social services emergency duty team)
- 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;

## Repeated late collection will result in:

- A formal warning will be issued.
- The SMART Nursery manager will review the reasons for absence, and a formal meeting will be held with the child's parents
- In persistent cases, this may lead to **termination of the child's place**

\* For the purpose of this publication the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and carers.

## Contact Numbers

Name	Contact No
Social Services Emergency Duty Team	0300 123 1116
Ofsted	0300 123 1231