



Our children leave Mile Oak thinking big with no limit on their potential. The school family works together to inspire and support every child. They learn and achieve through inspirational teaching in a lively, ambitious environment. Every child is nurtured to gain the creativity, responsibility and full breadth of skills required to take an active and fulfilling role in society.

Little Oaks Nursery: Late or non-collection Policy

Date	October 2024
Review Date	October 2025

Introduction

This policy is for the protection of children who have been left at the Little Oaks Nursery over the agreed collection time or once the nursery has closed.

At Little Oaks Nursery we expect all parents and carers to agree to collect their child/ children promptly at the end of their session. For the majority, this will be 12 midday or 3pm unless you have arranged additional hours to stretch your sessions.

The nursery has a duty of care to the children and families to ensure that collection of very young children is made at the agreed time or within normal nursery opening hours. Late collection causes additional cost for the nursery and potentially unnecessary distress to a child.

We appreciate that sometimes there may be circumstances beyond families' control affecting the prompt collection of your child. If you know you are going to be late, please call at the earliest opportunity and discuss with the nursery team, the arrangements for the collection. Please note that a late stay fee will still be chargeable (unless agreed otherwise - for example in exceptional circumstances).

This policy provides families and staff with clear procedures to follow should lateness be anticipated or occur.

Expectations

We ask that families:

- Agree a safety password with the nursery in advance, which can be used by anyone collecting a child who does not have parental responsibility – collection will not be permitted without this
- Call the nursery as soon as possible if lateness is anticipated and to advise of their changing situation
- Ask a designated adult to collect their child if they are able to get to the nursery
- Inform the nursery of this person's identity
- If the designated person is not on the families agreed emergency contact list, a detailed description of this person, including their date of birth must be given – collection will not be permitted without this information in addition to the safety password
- Understand that lateness is charged at a rate of £5 per 15 mins (or part thereof) which will be added to their monthly invoice
- Understand that lateness can impact ratios and, in order to stay within legal ratios, unknown adults from the wider school may be called upon to provide care
- Understand that unreasonable and / or persistent lateness may regrettably result in loss of a nursery place. This would not happen without a meeting between nursery management and the family taking place.

Little Oaks Nursery and Mile Oak Primary school, will:

- Check for any information regarding changes to normal routines e.g. parents'/ carers' work patterns
- Check with the school admin team for lateness notifications
- Ensure the child is safe, happy and not distressed as they await collection
- Ensure known adults wait with the child where possible
- During normal operating times, adhere to required staff ratios where possible
- If outside of operating hours, ensure two members of staff wait with the child
- Allow 5 minutes, non-chargeable, grace period
- Wait for a reasonable amount of time (15 minutes) before initiating further action
- After this time has elapsed, contact the parents/ carers on the telephone numbers provided for their mobile, home or work

- If this fails, try the emergency contacts shown on the child's records
- If the parents/ carers have still not collected the child, try all contact numbers available every 10 minutes, for up to an hour, until contact is made
- Record the incident through CPOMs
- If this lateness occurs at the lunchtime pick up and the extra child takes us over ratio then adults from the wider school will be enlisted to ensure we stay within legal ratios

If children remain uncollected after an hour:

- A member of the school's senior leadership team will ring the police, Front Door for Families/ local authority children's social services emergency duty team. **Front Door for Families: Tel 01273 290400 (office hours) or 01273 335905 (out of office hours).** <https://www.brighton-hove.gov.uk/frontdoorforfamilies>
- 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 prioritised at all times
- The incident will be recorded through CPOMS