



Late Collection and Non-collection Policy

December 2025

Review: December 2026 (or when required)

Links to Every Child Matters: Staying Safe Links to the Early Years Foundation Stage: Safeguarding and Welfare Requirements: 3.73

At Kidzproof Ltd we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late.

These include:

- Agreeing a safety password with Kidzproof in advance to be used by anyone collecting a child who is not the parent (designated adult) this is noted on the child's profile.
- Calling Kidzproof as soon as possible to advise of their situation.
- Asking a designated adult to collect their child wherever possible.
- Informing Kidzproof of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.
- If the designated person is not known to the Kidzproof staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time 15 minutes has been allowed for lateness, we initiate the following procedure:

- The Kidzproof 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 ring the local authority children's social services emergency duty team.
- The nursery will inform Ofsted as soon as convenient.
- 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 always met and to minimise distress staff will distract, comfort and reassure the child during the process.
- To provide this additional care a late fee of **[£19.50 for every 15 mintues]** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we will apply the procedures for uncollected children.

The nursery manager or a member of the senior management team will contact the local authority children's social care team:

Name	Contact
Thurrock Childrens Social Service Team	General.enquiries@thurrock.gov.uk
Ofsted	0300 123 1231
Children's Safeguarding	thurrockmash@thurrock.gov.uk 01375 652 802