

## Late Collection and Non-Collection of Children Policy

At Les Chatons Ltd, trading as The French Nursery School, we have morning, afternoon, full-day and extended full-day sessions. Parents are able to collect their child from the nursery flexibly within this time period. We ask them to be no later than the session end time. Please refer to the table below for specific drop-off and collection times. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

<b>Nursery School Sessions</b>			
Morning ( <b>AM</b> ) Session	7:30 to 13:00	Drop off: 7:30 to 9:00	<b>Pick Up:</b> 12:45 to 13:00
Afternoon ( <b>PM</b> ) Session	13:00 to 18:30	Drop off: 13:00 to 14:00	<b>Pick Up:</b> 17:30:18:30
Full-Day ( <b>FD</b> ) Session	7:30 to 15:00	Drop off: 7:30 to 9:00	<b>Pick Up:</b> 14:45:15:00
Extended Full-Day ( <b>EFD</b> ) Session	7:30 to 18:30	Drop off: 7:30 to 9:00	<b>Pick Up:</b> 17:30:18:30

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Asking a designated adult to collect their child wherever possible
- Informing the nursery 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 nursery 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 in order 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, **5-10 minutes has been allowed for lateness**, we initiate the following procedure:

- 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. Where possible, we request two or more emergency contact numbers for each child
- The manager or 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
- If no contact has been made within one hour of the agreed collection time, the person in charge will contact 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 met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

- In order to provide this additional care a **late fee** may be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

After the first late collection, parents will be given a gentle reminder about our policy.

After the second late collection, parents will receive a letter and a copy of this policy as a reminder.

For and after the third late collection, late fees will be charged. These fees will be charged for any further late collections while the child/children are at the nursery, even if there has been a substantial period of time between instances.

The fees are:

- £15 for any part of the first 15 minutes after the end of a booked session (e.g. 18.31-18:45)
- £15 for every additional 15 minutes (or part thereof) after that

#### Contact numbers:

Name	Contact No
Social Services Emergency Duty Team - Kensington and Chelsea	020 7361 3013
Ofsted	0300 123 1231

#### Legislation and guidance:

This policy is based on the following legislation and statutory guidance:

Statutory Framework for the Early Years Foundation Stage (EYFS)

Working Together to Safeguard Children

Children Act 1989

Children Act 2004

*This policy will be reviewed annually or sooner if changes in legislation, statutory guidance, or safeguarding practice occur.*

This policy was adopted on	Signed by the Registered Person	Date for review
27 August 2025	Marie-Laurence Edmonstone	27 August 2026