

Late Collection and Non-Collection of Children Policy

At A Touch of the Wild we run 9am-3pm during weekdays, term time only. Occasionally we may run Holidays clubs specifically for Wildlings children. Children all attend kindergarten for a full day each time unless pre-arranged with the manager – due to appointments, or to support transition/settling processes. Children are dropped off at 9am in the carpark and collected by kindergarten staff with a quick handover from parents/carers at the start of the day, they are then collected at 3pm from the same car park with also the opportunity for a quick handover with staff. We understand that some parents may arrive earlier to collect their child, if they have older siblings to collect from school, this is perfectly acceptable provided the manager is aware of this.

If parents are running late they must contact the setting to let us know. We can be contacted by the camp 'work phone' which parents are all given the details for.

Calling the nursery as soon as possible to advise of their situation and expected time of arrival

- Parents must let staff know their expected time of arrival as soon as possible and this should be no later than 15 minutes after the collection time – 3:10pm.
- If an alternative adult must collect the child parents must let staff know an agreed 'safety password' and share a photograph of the person collecting.

If a child has not been collected after 15 minutes has been allowed for lateness, we initiate the following procedure:

- The 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 or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). If the parents/carers 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 half an 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 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 parents/carers will be invoiced for any additional childcare at a rate of £5 per 15 minutes or part of 15 minutes. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

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

This policy was adopted on	Signed on behalf of Wildlings Forest Kindergarten	Date for review
<i>July 2025</i>	Hannah Standen	<i>July 2026</i>

Parents /carers will be invoiced for any additional childcare given under these circumstances at a rate of £5 /15 minutes or part of 15 minutes.