

Thornton Heath Nursery School



Protocol for Late Collection and Non-Collection

Staff, parents and carers all share responsibility for ensuring that all children are collected safely at the end of their nursery session. At Thornton Heath Nursery School (THNS) we expect all parents/ carers to adhere to the time when their child should be collected from nursery. We give parents/ carers information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult);
- Calling the nursery on *020 8684 0494* as soon as possible to advise of their situation.

If a child has not been collected from the nursery after 10 minutes, we initiate the following procedure:

- The Head or Deputy Head will be informed that a child has not been collected;
- Parents/ carers will then be contacted before we try any emergency contacts;
- The child's name will be recorded on our late collection records and the time they are collected will be noted;
- In the event of no contact being made after one hour has lapsed, THNS will contact Croydon's Multi Agency Safeguarding Hub for advice on *020 8726 6464*;
- The child's welfare and needs will be met at all times and to minimise distress, a member of staff will remain with the child at all times and will distract, comfort and reassure the child during the process.

In the event of late collection a fee will be charged in order to pay for staffing costs that caring for a child outside their normal nursery hours may incur. In the first instance of late collection, the parent/ carer will be warned of the late collection fee and given a copy of this protocol for future reference.

The Governing Body at THNS has agreed the following scale of charges in the event of late collection:

<u>Morning session</u> <u>(8.45-11.45)</u>		<u>Afternoon session</u> <u>(12.30-3.30)</u>	
Collected after 12pm	£5 charge	Collected after 3.45pm	£5 charge
Collected after 12.15pm	£10 charge	Collected after 4.00pm	£10 charge
Collected after 12.30pm	£15 charge	Collected after 4.15pm	£15 charge
<i>Please note that an additional £5 will be charged for every 15 minutes thereafter</i>			