

Providers are responsible for ensuring they follow the current version for their framework for their provider type.

At **Sawston Nursery** we offer all day sessions from 8am - 6pm. Parents are able to collect their child from the nursery flexibly within this time period asking them to be no later than the session end time. For example, all day sessions no later than 6pm. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

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

- Parents advising the nursery by telephone if they know they are going to be late for collection. However, there will still be a charge and you should be aware of this to avoid any confusion. In the event of late collection an additional fee will be charged (**currently £10 for up to ten minutes and £5 for every subsequent five minutes**). An email will be sent to the parent advising of the late charge which will be added to the next relevant invoice.
- The late fee will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.
- Parents should call the nursery as soon as possible to advise of their situation and expected time of arrival.
- Agree a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult).
- Ask a designated adult to collect their child wherever possible.
- Inform 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 at the close of nursery, which is 6pm. 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

- The manager and one other member of staff will 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 a child is not collected after exhaustive searches have been made by the nursery staff to contact nominated contacts and the nursery has been closed for 30 minutes, the staff will contact the Children's Social Care Emergency Duty Team and arrangements will be made for them to take responsibility for the child's welfare.

Contact details:

- **Children's Social Care First Response & Emergency Duty Team 0345 045 5203 (8am-6pm Mon-Fri) or 01733 234724 (Emergency out of hours).**
- 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