



COLLECTION, LATE COLLECTION AND UNCOLLECTED CHILDREN POLICY

Toptotz aims to ensure the safety of all children and in order to meet the registration criteria of the CSSIW, we will work to the procedures as set out below for any child that is not collected by the close of session, 1.00pm or *5.00pm (*6.00pm for those that have arranged extra hours with management).

You as a parent have responsibility to collect your child from Toptotz Nursery. If you are unable to collect your child you must inform us of who will be collecting your child. All parents/carers collecting a child should be named on the child's contract form.

We will never let a child go with anybody we have not been informed about. In cases when someone else comes to collect your child and we have not been informed, we will telephone the child's parent/s who will give permission to let them go or come and collect their child themselves. If, in an emergency, someone else will be collecting your child, you must inform the Nursery staff as soon as possible.

The Nursery takes persistent lateness in collecting a child very seriously. In extreme cases it can be considered as abandonment or neglect of the child, although we understand that occasionally delays are unavoidable.

In the event of a child not being collected, the Manager will make every effort to contact the child's parent/s, and if this proves to be impossible, will try to get in touch with an alternative emergency contact, who is authorised by the child's parents to collect them on their behalf.

If we cannot contact anybody and the child has not been collected within 30 minutes of the session ending or the Nursery closing time we will be responsible to the contact social services for advice who will then be responsible for deciding what action is now required. A member of staff will stay with the child at all times.

Where this happens on three or more occasions in one term, there will be a discussion with the parent to emphasise the importance of collecting the child on time and by the authorised adult

The nursery is required to inform CSSIW of any significant incident and contact Social Services. Including non-collection of children. If no explanation/reason via telephone call has been given for non collection, you will be charged a late fee of £5 for every 10 minutes the child remains in the in the care of Toptotz Day Nursery, as staff overtime will have to be met.