



Late Collection Policy Little Learners Nursery Clapham

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1. Purpose of the Policy

This policy is designed to safeguard and protect children who are not collected at the agreed time or are left at the nursery after official closing hours. Late collection not only causes distress to children and inconvenience to staff but can also impact compliance with Ofsted and safeguarding regulations.

2. Nursery Opening Hours

Full Day: 8 am - 5 pm

Morning Session End Time - 12 pm

Lunch Club End Time - 1pm

Afternoon Session End Time - 4 pm and 5 pm.

If a child is collected after their scheduled session time, a late fee of £15.00 for every 15 minutes will be incurred.

3. Parents Communication and Emergency Collections

We understand that emergencies or unforeseen delays may occasionally occur. In such instances, parents must:

- Call the nursery immediately to inform us of the delay.
- Provide an estimated time of arrival.
- Arrange for an authorised alternative adult (as listed on the collection form) to collect the child if necessary.

All families are required to complete a Collection Arrangement Form, which includes a password system and the names and contact details of authorised collectors.

If a child is not collected within 30 minutes of their session's ending time and we have not been notified by parents / carers of the delay we will contact the main parents / carers noted on the registration form; if this is unsuccessful, the adults who are authorised by the parents to collect their child from Little Learners – as indicated on the emergency contact details listed on the child's registration form – are contacted.

The child remains in our care supervised by two fully-vetted staff members until the child they are safely collected. The child will not be able to leave the premises with anyone other than those named on the Registration Form.



4. Procedures for Alternative Collection Arrangements.

On occasions when parents or the person normally authorised to collect the child are not able to collect them, an alternative arrangement can be made.

We will record the name, and telephone number of the person who will be collecting their child. We will agree with the parents how the identification of the person who is to collect their child and how this identification will be verified.

We will require a password from the parent which is also given to the person who is now collecting the child. The person collecting the child, on arrival to the nursery, will be asked to wait outside the nursery until the identification process has been carried out.

5. Uncollected Child Procedures (Safeguarding)

If a child is not collected, we have been unable to contact the main carers, the premises are closing, or staff are no longer available to care for the child, we have a duty to inform Wandsworth Social Services and/or contact the Police for assistance.

Full records of the incident, including staff attempted contacts and actions, will be logged.