LATE COLLECTION AND NON-COLLECTION PROCEDURE

At Wibli Wobli Nursery we have morning, afternoon and all day sessions. Parents / carers are able to collect their child from the nursery flexibly within this time period, although we ask them to be no later than the session end time. For example, if they attend the morning session we expect children to be collected no later than 1pm, and afternoon or all day session no later than 6pm. We understand that some parents may arrive earlier to collect their child, which 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:

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- 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 as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing 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 after a reasonable amount of time (30 minutes) has been allowed for lateness, we initiate the following procedure:

- 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/staff member in charge and one other member of staff must 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
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's Social Services Emergency Duty Team – see attached **Schedule – Non-Collection Contact Information**.
- The nursery will inform CIW 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.

In order to provide this additional care a late fee of £15.00 for every 15 minutes the child remains uncollected will be charged to parents. This is to pay towards the additional operational costs that caring for a child outside their normal nursery hours may incur.

This policy was adopted on	Signed on behalf of the nursery	Date for review
1/4/2025	*N. Baker*	*April 2027*

SCHEDULE – NON-COLLECTION CONTACT INFORMATION

Contact Organisation	Phone Number
Newport - South East Wales Emergency Duty Team	0800 3284432
Cardiff - Cardiff and Vale of Glamorgan Emergency Duty Team	029 2078 8570
CIW	0300 7900 126

GWEITHDREFN CASGLU HWYR NEU BEIDIO CASGLU PLENTYN

Ym Meithrinfa Wibli Wobli mae gennym sesiynau bore, prynhawn a thrwy'r dydd. Mae rhieni a gofalwyr yn gallu casglu eu plentyn o'r feithrinfa ar amser hyblyg o fewn y cyfnod hwn, er y gofynnwn iddynt fod yn ddim hwyrach nag amser diwedd y sesiwn. Er enghraifft, os ydynt yn mynychu sesiwn y bore rydym yn disgwyl i blant gael eu casglu erbyn 1pm fan bellaf, a sesiwn prynhawn neu drwy'r dydd ddim hwyrach na 6pm. Deallwn y gall rhai rhieni gyrraedd yn gynt i gasglu eu plentyn, sy'n dderbyniol. Fodd bynnag, mae'r ffioedd llawn yn parhau yn eu lle ar gyfer yr amserau sesiwn a ddyrannwyd.

Rydym yn rhoi gwybodaeth i rieni am y gweithdrefnau i'w dilyn os ydynt yn disgwyl bod yn hwyr. Mae'r rhain yn cynnwys:

Galw'r feithrinfa cyn gynted √¢ phosibl i roi gwybod am eu sefyllfa a'r amser y disgwylir iddynt gyrraedd

Cytuno ar gyfrinair diogelwch gyda'r feithrinfa ymlaen llaw i'w defnyddio gan unrhyw un sy'n casglu plentyn nad yw'n rhiant (oedolyn dynodedig)

- Yn galw ar y feithrinfa cyn gynted √¢ phosibl i roi gwybod am eu sefyllfa
- Gofyn i oedolyn dynodedig gasglu ei blentyn lle bynnag y bo modd
- Hysbysu meithrinfa o bwy yw'r person hwn fel y gall y feithrinfa siarad √¢'r plentyn os yw'n briodol. Bydd hyn yn helpu i leihau neu osgoi unrhyw drallod a achosir gan y sefyllfa hon
- Os nad yw'r person dynodedig yn hysbys i staff y feithrinfa, rhaid i'r rhiant ddarparu disgrifiad manwl o'r person hwn, gan gynnwys ei ddyddiad geni lle mae'n hysbys. Rhaid i'r person dynodedig hwn wybod cyfrinair diogelwch y plentyn unigol er mwyn i'r feithrinfa ryddhau'r plentyn i'w ofal. Cyfrifoldeb y rhiant yw hyn.

Os nad yw plentyn wedi'i gasglu o'r feithrinfa ar ôlcyfnod rhesymol o amser (30 munud) sydd wedi ei ganiatáu ar gyfer bod yn hwyr, rydym yn cychwyn y drefn ganlynol:

- Hysbysir rheolwr y feithrinfa nad yw plentyn wedi'i gasglu
- Bydd y rheolwr yn gwirio am unrhyw wybodaeth ynghylch newidiadau i drefn arferol, patrymau gwaith rhieni neu wybodaeth gyffredinol. Os na chofnodir unrhyw wybodaeth, bydd y rheolwr yn ceisio cysylltu â'r rhieni ar y rhifau ffôn a ddarperir ar gyfer eu ffôn symudol, eu cartref neu eu gwaith. Os yw hyn yn methu, bydd y rheolwr yn rhoi cynnig ar y cysylltiadau brys a ddangosir ar gofnodion y plentyn
- Rhaid i'r rheolwr / aelod o staff â gofal ac un aelod arall o staff aros ar ôl gyda'r plentyn (y tu allan i oriau gweithredu arferol). Yn ystod yr amseroedd gweithredu arferol, bydd y feithrinfa'n cynllunio i fodloni'r cymarebau staff gofynnol. Os nad yw'r rhieni wedi casglu'r plentyn o hyd, bydd y rheolwr yn ffonio'r holl rifau cyswllt sydd ar gael bob 10 munud nes y ceir cyswllt â hwy. Bydd y galwadau hyn yn cael eu cofnodi ar gofnod digwyddiad llawn
- Os na wneir unrhyw gyswllt ar ôl i awr ddod i ben, bydd y person â gofal yn ffonio Tîm Dyletswydd Brys y Gwasanaethau Cymdeithasol yr awdrdod lleol – gweld isod **Atodlen – Gwybodaeth Gyswllt Heb Gasglu**.

- Bydd y feithrinfa yn hysbysu AGC cyn gynted â phosibl
- Bydd y ddau aelod o staff yn aros yn yr adeilad hyd nes y gwneir trefniadau addas ar gyfer casglu'r plentyn
- Bydd lles ac anghenion y plentyn yn cael eu bodloni bob amser ac er mwyn lleihau trallod bydd staff yn tynnu sylw, cysuro ac yn tawelu meddwl y plentyn yn ystod y broses.

Er mwyn darparu'r gofal ychwanegol hwn codir ffi hwyr o £15.00 am bob 15 munud y mae'r plentyn heb ei gasglu yn cael ei godi ar rieni. Bydd hyn I dalu tuag at y costau gweithredol ychwanegol a allai godi wrth ofalu am blentyn y tu allan i'w oriau meithrin arferol.

Mabwysiadwyd y polisi hwn ar	Llofnodwyd ar ran y feithrinfa	Dyddiad adolygiad nesaf
1/4/2026	*N. Baker*	*Ebrill 2027*

ATODLEN – GWYBODAETH GYSWLLT HEB GASGLU

Sefydliad Cyswllt	Rhif ffôn
Casnewydd - Gwasanaethau Cymdeithasol Tîm Argyfwng Gwasanaethau Cymdeithasol	0800 3284432
Caerdydd – Tîm Dyletswydd Brys Caerdydd a Bro Morganwg	029 2078 8570
AGC	0300 7900 126