

Late Collected or Uncollected Children

Nursery has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, we will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, a minimum of two staff, including a senior member, must remain on the premises. One member of staff should attempt to locate the child's parent/carers, whilst the child is cared for sensitively.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager will call the out of hours duty team.
- In the event of the out of hours team being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the nursery's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department. Contact will be made with OFSTED to inform them of the situation.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the nursery until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the nursery.

If a child is collected late from nursery the parents/guardian will incur a £15 fine for the first 15 minutes and £15 for every 15 minutes thereafter. This charge is to cover the staffing costs for the late collection. In our Safeguarding policy it states that two members of staff must remain on the premises with any children

Children's Social services care Team Emergency duty team