

Uncollected Child and Late Collection Policy

mandatory policy

At **Little Pearls Nursery** we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult) along with ID from the designated adult collecting that matches the emergency contact on Family,
- Calling the nursery as soon as possible to advise of their situation,
- Asking a designated adult to collect their child on time 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, or on the Family system the parent must provide a detailed description of this person, and have asked them to present identification to the staff team. 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 (*15-30 minutes depending on the situation*) has been allowed for lateness, we initiate the following procedure:

- The nursery manager/ most senior member of staff will be informed that a child has not been collected. After a reasonable amount of time (as stated above) the parents will be called.
- The manager/ most senior member of staff will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager/ most senior member of staff will try to contact the parents on the telephone numbers provided for their mobile, home or work.
- If contact with parents fail the most senior member of staff will try the emergency contacts shown on the child's records.
- The most senior member of staff and a minimum of one other member of staff must stay and supervise the child. They will try and call all available contact numbers for that child every 10 minutes until contact is made. These calls will be logged.
- In the event of no contact being made after a maximum of one hour has lapsed (depending on the situation and distress of the child), the most senior member of staff will ring the local authority children's social services emergency duty team and take advice from them.
- A minimum of 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.
- As the child's best interests are at the heart of our decisions, the local authority children's social service may be contacted sooner than 1 hour if the child is in distress.

In order to provide this additional care the parents will be charged late fees (£10 initially and a further £5 every 15 minutes). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	01392 384439
Ofsted	0300 123 1231