

## Late or Uncollected Children

The information contained in this document is taken from our Safe Arrival and Departure of Children Procedure (Including Late or Uncollected Children). The full policy is available from your Nursery Manager who will be glad to provide this to you on request.

### Late collections

If a parent is going to be late to collect their child, they should contact the nursery prior to their expected collection time.

If the parent is not due to arrive until after the nursery closure time, the Nursery Manager will remain with the child along with at least one other member of staff until the parent arrives.

### Uncollected child

If a child has not been collected at their expected collection time and the parent/carer(s) have not made contact to say that they are running late the nursery must follow the procedure below:

- The nursery staff within the child's room should inform the Nursery Manager that the child has not been collected.
- The child's file should be checked for any notification from parents regarding changes to the normal collection routine.
- Parents will be contacted at home and work, and on any other contact numbers held on file.
- If no contact is made with the parents, the adults who are named on the registration form as authorised to collect without prior consent being given will be contacted.
- The Nursery Manager will remain with the child along with at least one other member of staff.
- The welfare of the child needs to be met at all times and to minimise distress the other member of staff should ideally be the key person or someone based within the child's room.
- If no contact has been made to any of the alternative contacts the Nursery Manager will continue to call every 10 minutes until contact is made. These calls should be logged on the **Parent Communication Log**.
- The child is not to leave site with anyone other than the parents or an authorised collector.
- In the event that no one has collected the child within 30 minutes of their expected collection time and there is no one who can be contacted to collect the child then the Local Children's Social Care Team will be contacted.
- The Local Children's Social Care Team will aim to contact the parents. If they are unable to do so, the child will become looked after by the local authority.
- The Nursery Manager will remain with the child along with at least one other member of staff until the child is safely collected either by the parents or by a social care worker.
- A full written report of the incident will be recorded in the child's file
- Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
- We will ensure that the child is reassured and emotionally supported, and that our concerns are not discussed in front of them.