

We recognise that there may be unforeseen circumstances that may arise for parents/carers that results in a child not being collected from Nursery and the parent/carer has failed to advise us of late collection. The health, safety and security needs of all children attending our Nursery are paramount at all times. Therefore we believe it is our responsibility to apply this principle to any child/children who have not been collected from the Nursery at the expected time.

We aim to make sure that any child/children who have not been collected from the Nursery at the expected time are:

- Happy, safe and secure
- Given reassurance and support to ensure that they do not become unnecessarily anxious or upset whilst waiting to be collected
- Given information about the situation in accordance with their age and stage of development

Procedure

If a child has not been collected from the Nursery by the expected time and there has been no contact from the parent/carer within 15 minutes following the nursery closing time, the following procedure will be followed:

- The Nursery Manager/Deputy will be informed that the child has not been collected and there has been no contact from the parents/carer
- The Nursery Manager will attempt to contact the person expected to collect the child
- Where this is a parent and they cannot be reached, the Nursery Manager will contact the other parent
- Where both parents are not contactable, the Nursery Manager will contact the emergency contacts as listed on the child's enrolment form
- Where the parent/s or emergency contact are reached, the Nursery Manager will request that they collect the child immediately
- Where the Nursery Manager has failed to reach the parents and any of the emergency contacts, it will be assumed that an emergency has arisen. In this event Children's Social Care (**024 7678 8555**)/Emergency Duty Team Out of Hours (**024 7683 2222**) will be contacted and advised that a child has not been collected from Nursery, along with the steps taken to contact the parents/carers and emergency contacts.
- The Nursery Manager will follow the instructions of the Duty Social Worker and remain with the child and one additional member of staff until arrangements for the collection of the child are implemented
- Under **NO CIRCUMSTANCES** will any staff member agree to transport or take responsibility for the child/children except within Nursery premises
- The child/children will be kept fully informed of the situation as appropriate to their age/stage of development
- Answer machine/voicemail messages will be left for parents and emergency contacts where the facility is available.



I Can Day Nurseries None Collection of Child Policy



- In cases where Social Care have taken responsibility for the child a note will be left on the front door informing parents of the measures taken and relevant contact telephone numbers given i.e. Nursery Manager, Social Care/Out of Hours Duty Team