

In the event of a child not being collected at the end of the day the nursery wishes to cause as little distress as possible to the child and their family. At the same time the nursery needs to ensure that the health and safety of the child is not put at risk.

Procedures

On the registration form the following information must be completed.

- Home telephone (if parents are not on the telephone an alternative number must be given)
- Work telephone (if applicable)
- Emergency contact number (must be different from above)
- Name and telephone numbers for people who might regularly collect child from nursery.
- If the parent wishes their child to be collected by any other person other than those named on the form, then they must contact the nursery in advance.

If the child is not collected at the end of their session the procedure will be as follows:

- The Manager in charge will be informed that a child has not been collected.
- The Manager will check for any information regarding the collection of the child or any changes to normal routines.
- 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 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 (during working hours) or by 7pm (outside normal operating hours), the Manager in charge will ring the Local Authority Children's Social Services Emergency Duty Team dependant on the borough the child lives within. (See the Contact Details for Safeguarding in Office).
- The nursery will inform Ofsted 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 will be issued for the first 10 minutes then a £1 a minute additional charge will be added for each minute after 6.40pm. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.