



Uncollected child Policy

Sunny Beach Day 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, the staff will ensure that all children are collected by a parent, carer or designated adult, in accordance with the names on the child's registration form. If for some reason a child is not collected at the end of a session, the following procedures will be carried out,

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, a member of staff will contact them via the phone.
- If the parent, carer is not answering the phone call then a member of staff will try the emergency contacts. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, a member of staff will offer the child support and will supervise the child and reassure them as is necessary.
- 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 be informed.
- If a further 15 minutes has gone by with out contact with the parent or carer the manager will call the social services department for advice on what to do next. Social Services Duty Officer at Lytham 01253 738111 or Emergency duty team 0845 6021043.

In the event of social services being called and the responsibility for the child being passed on to a child protection agency, the Supervisor will attempt to leave a further telephone message with the parent/carer or designated adults answer phone. The manager will then speak to the parent, carer to reassure them of their child's safety and instruct them to contact the local social services department.

- Under no circumstances will a child be taken to the home of a member of staff, or away from the nursery 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.
- In the event that the parent/carer has arranged for someone else to collect the child who is known to him or her but not to us, certain information needs to be recorded. The name of the person, along with a brief description and their relationship to the family will need to be given. Then a password will be agreed between the parent/carer and the staff of the nursery. The person collecting the child must know this password or they will not be able to take the child off the premises.

DATE OF POLICY.....

SIGNED.....

REVIEW OF POLICY.....