

Rosy Cheeks Nurseries

Uncollected Children Policy

Rosy Cheeks Nursery has the utmost regard for the safety of the children in our care - from the time they arrive to the time that they leave.

At the end of every session, the nursery will ensure that all children are collected by a parent, carer or designated adult, in accordance with the **Arrivals and Departures policy**. If for some reason a child is not collected at the end of a session, the following procedures will be implemented.

- Parents are advised to call the nursery at the earliest opportunity to inform them of their expected lateness.
- If a parent, carer or designated adult is more than 5 minutes late in collecting their child, the manager will be informed.
- The manager will contact the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long its likely duration. Messages will be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them activities and as much support and reassurance as is necessary.
- If contact has been made an expected time of arrival will be ascertained so that nursery staff are aware of the expected delay.
- If, after repeated attempts, no contact is made the manager will call the referral team (SRT) for advice after 30 minutes of the nursery closing.
- The nursery will act on the advice of Social Care.
- Unless it is absolutely unavoidable the child will not be taken to the home of a member of staff, or away from the nursery premises, to await collection at the end of a session.
- The child will remain in the care of the nursery two staff members until collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care.
- In the event of SRT being called and responsibility for the child being passed to a safeguarding agency, the manager will attempt to leave a further telephone message on the answer phone of the parent/carers or designated adult. Furthermore, a note will be left on the door of the nursery premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local Social Care Department. If possible a note should be left at the family home.
- 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 regular late collection will result in the imposition of a fine (£5.00 per 15 minutes per child) or the loss of their child's place at the nursery.
- Where a child is not collected after their morning session (12noon) and they are still at the nursery after 15 minutes they will be given a lunch to eat with all the other children and the cost of this will be passed on to parents (a further £5) eg Child should have been collected at 12 and they are collected at 12.25pm the cost of this will be £15.00

Safeguarding referral team services 01782 235100 (stoke) 08001313126 (Staffordshire)
Emergency duty team out of hours 01782 234234

