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27. Procedure for uncollected children

Our Nursery has the highest regard for the safety of the children in our care – from the moment they arrive to the moment 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 our procedures for the collection of children. If for some reason a child is not collected at the end of a session, the following actions will be implemented.

- If a parent, carer or designated adult is late collecting and has not notified the nursery of any delay the Supervisor will call the contact numbers given on the register, to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- Whilst waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If after repeated attempts, no contact is made with the parent, carer or designated adult, and a period of 20 minutes has elapsed, the Supervisor will call the police service for advice.
- In the event of the police being called and responsibility for the child being passed to a child protection agency, the Supervisor will attempt to leave a further telephone message with the parent/carers or designated adults 'answerphone. Furthermore, a note will be left on the door of the nursery's premises informing the parent, carer or designated adult of what has happened.
- 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 the police service.
- If we are asked to vacate our nursery premises, we will endeavour to wait in Milland Village Shop/Cafe or the Rising Sun Pub.
- Incidents of late collection will be recorded by the Supervisor and discussed with the parent/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine to cover additional costs incurred by late collection.