

LATE COLLECTION / NON-COLLECTION OF CHILD POLICY

AIM

Little Grange Nursery Limited has a statutory duty and responsibility to safeguard and promote the welfare of children and young people. This policy sets out our procedures in the event of an uncollected child. Parents should inform the setting as soon as possible if they know they are going to be late collecting their child. We will inform parents that our child protection procedures will be applied if their children are not collected by an authorised adult within half an hour after the setting has closed or sessions have ended.

PROCEDURES

Where we have not received any information from the child's parents/carers and in the instance of a child not being collected from the nursery, the following procedure will be followed by staff:

- Inform the Nursery Manager if a child has not been collected;
- The Manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their mobile, home or work. Emails will also be sent to all given email addresses for the child and communication will be sought through our parent communication app. If this fails, the emergency contacts will then be contacted as per the child's records;
- The member of the management team and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly;
- The Manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record form;
- In the event of no contact being made after half an hour has lapsed, the person in charge will inform the Assistant Head Pre-Prep or another onsite DSL in their absence to decide a plan of action.

A decision will be made about who will ring the Integrated Front Door Team to advise them of the situation;

- Warwickshire Social Care Referral & Assessment Service: 01926 414 144/ 01926 886 922

- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child; care within the boarding house is an available option, however this would be risk assessed on a case by case basis to ensure the appropriate supervision can be put in place to meet the needs of the child.
- The child's welfare and needs will be met always and to minimise distress, staff will distract, comfort and reassure the child during the process;
- If social care has taken the child then staff may leave the premises;

- A verbal message will be left on the parent(s), carer(s) or emergency contact(s) answerphone if possible regarding the child's whereabouts. A note will be left at the entrance door to inform the parent(s)/carer(s) of how to contact social care and how to find out where their child has been taken;
- A member of management will continue to contact the parent(s), carer(s) or emergency contact(s) from home if necessary to inform them of their child's whereabouts;
- A late charge will be incurred due to additional costs encountered at a rate of £10.00 for the first 15 minutes, £20 for 15-30 minutes, £50 for 30-60 minutes and each 30 minute increment thereafter.

Review Date: May 2024

Person Responsible: A.Biddlestone