

Little Oaks Day Nursery

Uncollected Child Procedure

Under exceptional circumstances, staff may encounter the situation of having children at the nursery after the time that their parents or carers should have collected them at the end of their session.

Aim

The Un Collected Child Procedure ensures that staff are clear of what action to take in the event of a child being left in the nursery at the end of the session. The procedure also informs parents and carers of the actions staff are required to take if they do not collect their child within a reasonable time, fail to contact the nursery, and do not arrange for another named adult to collect their child.

Organisation

- All families with children registered to attend the nursery are required to provide details of a minimum of three responsible named adults, including current contact numbers, who would be able to be contacted to collect the child.
- Parents and carers are required to contact the nursery if they are unavoidably detained and are likely to be late when collecting their child.
- Little Oaks Day Nursery reserves the right to levy late pick up charges on families who are habitually late in collecting their child.
- Where a child remains uncollected when he or she is meant to leave the nursery, the room staff must inform the Nursery Manager or Deputy Manager on duty after ten minutes.
- The Nursery Manager or Deputy Manager must make every effort to contact the child's parents or carers using the information held on file.
- Where a child is uncollected at the end of a morning session, and this compromises the registered number of relevant playroom, the Nursery Manager or Deputy Manager must review occupancy elsewhere in the nursery and take any measures necessary to ensure adult to child ratios are maintained.
- Where a child is uncollected at the end of an afternoon session, two members of staff must stay on duty until the situation is resolved.
- If a child remains uncollected after one hour, and no contact has been established with the child's parents or carers, the Nursery Manager or Deputy Manager will contact Social Services and inform the Duty Officer.
- After negotiation with the Duty Officer, the child may be handed over to Social Services or to the Local Police.
- A full written record must be maintained of the incident, including details of the times and telephone numbers used to attempt to contact the parents or carers.
- No member of staff should take a child home with them or transport the child in a private vehicle.