

# Late or Uncollected Child Policy

The following procedures are to be followed in the event of a child being uncollected or late, this applies to lunch time collections and those after 6pm:

## Methods:

- Staff members will inform the designated person for safeguarding after 15 minutes.
- Two members of staff will remain on the premises with the child. One member of staff will contact the child's parents/carers.
- If this is not successful, the member of staff will contact the emergency contacts via telephone. These details are listed on the child's registration form.
- If the parent's whereabouts are not known, the member of staff will request that the emergency contact who can collect the child most quickly and easily, to collect the child from the nursery.
- A member of staff is not to attempt to take the child home, or allow someone who has not been authorised by the parent/carer to collect the child to take them.
- If after 30 minutes all of these measures fail, staff will contact the police or the local safeguarding children's board for advice.
- The child will remain in the care of the two staff, on the nursery premises if possible, until collected by the parent or carer, or until placed in the care of Social Care team.
- If this is not possible for the child to remain at the nursery premises, a note along with a contact number will be left on the nursery's door, informing the child's parents /carer where the child has been taken to. A further message will be left on the parent /carers telephone explaining events.
- Depending on the circumstances, we reserve the right to charge parents/carers the additional hours worked by our staff.

***We appreciate that due to unforeseen circumstances it may be difficult to collect your children by 6pm however we reserve the right to charge a late fee of £20.00 and £5.00 for every 15 minutes thereafter if this becomes a regular occurrence.***

In an emergency the following contact details are as follows:

## Police:

- Police emergency - 999
- Newton Abbot police station - 08452777444

## Local Safeguarding Children's Board:

- Exeter - 01392 284444
- Out of hours emergency - 0845 6000 388

## Social Services:

Teignbridge Social Services - 01392 384900

## After an incident has taken place:

A report will be written up as soon as possible after the incident and a copy sent to Ofsted with an action plan.

## Managing persistent lateness:

The manager will record incidents of late collection and will discuss them with the child's parents/carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the nursery.

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