

UNCOLLECTED CHILD PROCEDURE

If at the end of a session a child is not collected, after allowing 5 minutes to elapse a phone call would then be made to whoever is known to us collecting the child that day, using the emergency contact numbers list, located in the children record folder.

If we are unable to contact the main carer, we would then phone the alternative emergency numbers provided for the child.

If by 6pm (nursery closing time) no contact has been made with any of the emergency contact then another waiting period of 15 minutes would elapse, if no contact had still been made then first response/front door would be contacted for advice on:

First Response/Front Door 0800 131 3126

(Monday to Thursday 8.30am – 5pm, Friday 8.30am to 4.30pm)

In an emergency out of office hours then call 0845 604 2886

The setting will follow the advice of First Response until the child is collecting by a parent, carer, or designated adult.

The nursery takes very seriously persistent lateness in collecting a child. In extreme cases it can be considered by the authorities as abandonment or neglect of the child, although we understand that occasionally delays are unavoidable.

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