

Uncollected Child Procedure

Date: September 2018

Review Date: October 2019

If a child is not collected at the end of session time at nursery, and staff feel like they are becoming unsettled and asking where their parent/carer is, reassure them and remain calm, so as not to upset or alarm the child. Some children may not even suspect that they are late to be picked up, if this is the case then staff are not to discuss this in front of the child.

- Staff are not permitted to comment in relation to the lateness around the child
- No member of staff should be left alone on the premises with the child.
- The manager and additional member of staff must remain with the child until the matter has been resolved.
- The manager should phone the parents/ carers contact number first, then the child's emergency contact numbers and continue to try contacting the parent/ carer and the emergency contacts at 10 minute intervals for up to a maximum of 30 minutes.
- If there is no response after this time then the most senior member of staff should contact the social care duty team on 01942828300. Take instructions from the social care duty team as to what to do next.

The senior member of staff must record the incident and all instructions that have been carried out on to an incident record sheet, which should then be signed by themselves, the member of staff who was present during the incident and the nursery manager.

A meeting will be arranged with the parent/carer to discuss the matter

If the child is not collected and the social care duty team detains the child then the senior member of staff present is responsible for writing a full report on the incident and forwarding a copy of the report to Ofsted. The nursery Director and Manager should be kept informed throughout the process.

Management Signature:

Date: