



'Do Re Mi Day Nursery aims to be an inspiring and imaginative place to give children the best learning opportunities and to create amazing memories'.

UNCOLLECTED CHILD POLICY

Do Re Mi will put into practice agreed procedures should a child not be collected by an authorised adult at the end of the session/day. These ensure that the child is cared for safely by an appropriate person.

Our aim in the event of a child not being collected by an authorised adult is to ensure as little distress to the child as possible. Parents/carers are informed of our procedures so that if they are unavoidably delayed they are reassured that their child is being properly cared for.

We ensure this by asking parents to provide specific information which is recorded on our Nursery Management software, 'Nursery in a Box', including:

- Home address and telephone number
- Place of work and telephone number (if applicable)
- Mobile phone number and email address (if applicable)
- Names, telephone numbers and photographs of adults who are authorised by the parents/carers to collect their child from the nursery, e.g a grandparent or childminder.
- A password that can be used on the occasion where parents or other authorised persons are not able to collect (we do ask that the parent/carer informs the setting of who will be collecting the child in the event of a change).

If a child is NOT collected at the correct time the following actions will take place:

Child uncollected after the morning session:

- If a parent or carer is more than 10 minutes late in collecting their child the Manager will be informed.
- The manager will try to contact the parent, carer or designated person by telephone.
- If unsuccessful the Manager will try to speak to the second named contact by telephone.
- The manager will continue to try and contact the parents, carers or any other emergency contact at 15 minute intervals throughout the remainder of the day.
- The child will remain the responsibility of the setting and in no circumstances will be taken from the setting by any person who is not authorised to collect the child.

Child uncollected at the close of the nursery day:

- If a child is uncollected at the end of the nursery day the Manager will try to contact the parents/carers using all given contact numbers and leave a recorded message if possible.
- If unsuccessful, the Manager will try the second contact number and leave a message if possible.
- If unsuccessful the Manager will try all available contact numbers at regular intervals for a maximum of 30 minutes.
- If after using all available contact numbers the manager has been unable to obtain a reason for the delay, First Contact will be contacted and their guidance must be followed.
- If contact has been made and the Manager has established a reasonable estimated time of arrival, two members of staff will stay on the premises with the child. Under no circumstances will the child be taken to the home of a member of staff or any unauthorised person.
- If contact has been made, but the parent is not within a reasonable distance of nursery, and there is no other person able to collect, the Manager will need to contact First Contact and follow their advice.

First contact number: 03000267979

The manager will record all incidents of late collection and these will be discussed with parents/carers at the earliest opportunity. A late collection fee will apply.

Signed: _____

Role: _____

Date _____

Date of review: _____