

m. Uncollected Child Policy

Nursery Village is committed to child safety at all times. In the event that a child is not collected by an authorised adult at the end of their session or day, we have a set policy in place.

Our Aims:

To ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

Policy

If a child is not collected at the end of a session, the following procedures will be followed:

- Two members of staff will stay with the child, including the Nursery Manager or their Room Leader. Staff will not work alone at any time.
- The child's Family digital record and daily communication notes are checked for any information about changes to the normal collection routines.
- Staff will contact parents or carers at home or at work. If this is unsuccessful the Emergency Contact phone numbers on the child's Family record will be contacted.
- **30 minutes** after the Nursery has closed, if no contact has been made, staff will contact the Designated Safeguarding Person or the Child Protection Officer. Staff will continue to keep them advised of the situation.
- **One hour** after the Nursery has closed, if no contact has been made, Social Care or First Response (depending on the time of day) and the Police must be contacted, and staff will seek their advice.
- Incidents will be recorded within Family by the Room Leader and discussed with the parent or carer at the earliest opportunity.
- If we have passed the incident onto any other agency, we will ensure that the agency concerned is given all assistance in pursuing any investigations.
- The Nursery Manager will notify OFSTED as soon as possible and within 14 days.
- The Late Pick Up Charge will be applied, in line with our Terms & Conditions.

First Response (9-5pm)

Tel: **0117 903 6444**

Emergency Duty Team - emergencies outside office hours

Tel: **01454 615165**

Avon & Somerset Police - (non-emergency calls)

Tel: **101**

OFSTED

Tel: **0300 123 1231**