

SECTION 3

Safeguarding and Welfare Requirement: The provider must take all necessary steps to keep children safe and well

Oakwood Nursery

Uncollected Children Policy

Our Nursery has the highest regard for the safety of the children in our care from the moment they arrive to the moment that they leave.

At the end of every session, we will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager or senior staff on duty will be informed.
- The Manager or senior staff will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- In the event of the above being unsuccessful the child will remain at the nursery in the care of senior members of staff until such time as nursery closes. During this time we will continue to make contact with parents/carers and other contact numbers.
If unsuccessful within the hour the On Call Duty and Assessment Team/Single Point of Access (SPOA) will be called.
- In the event of SPOA being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent/carers or designated adults' answer phone. Furthermore, a note will be left on the door of the Nursery's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Nursery's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.

- The child will remain in the care of the Nursery until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that late collection will result in the imposition of a late fee of £5 per 15 minutes per child, persistent late collection could result in the loss of their child's place at the Nursery.

Duty and Assessment Team (Eatstbourne, Hailsham and Seaford)
St Mark's House
14 Upperton Road
Eastbourne

Out of Hours

01273 335902
01273 335906

SPOA
01323 464222

(July 2018)

1.3 Keeping safe	2.2 Parents as partners	3.4 The wider context	
1.4 Health and well-being			