



The Granary Nursery School  
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## Non Collection of Children Policy

Reviewed 25.02.2021

It is not acceptable for an adult collecting a child from the nursery to be persistently late. However, on some occasions parents / carers may be unavoidably delayed. All late collections must be recorded in the diary and register.

In the event that a child is not collected by an authorised adult at the end of a session / day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified practitioners who are known to the child. The staff will continue to ensure that the child receives a high standard of care in order to cause as little distress as possible.

Parents of children attending the setting provide detailed information which is recorded on our registration form and / or our index file. This information included the following:

- Home address and telephone number, email address and mobile number
- Work telephone number
- Names and contact telephone numbers of adults authorised by the parent to collect their child from the setting e.g. relative such as grandparent.
- Information about any person who does not have parental responsibility or legal access to the child/ren.

### Late collection with prior notice

The setting practitioner must ensure that the approximate time of arrival to the setting is stated by the parent / carer whilst on the telephone. If you are concerned about the time delay, suggest to the parent that alternative arrangements are made to collect the child. Should the adult fail to appear within the time frame agreed, proceed to the **Uncollected Children** section.

### Late Collection without prior notice

If a child is not collected at the end of the session / day. We apply the following procedures:

- We will check for any information about changes to the normal collection routines.
- If no information is available, parents / carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorized by the parents / carers to collect their child from the setting, are contacted using the telephone numbers provided.
- Throughout this procedure all reasonable attempts should be made to contact the parents or nominated carers.
- Under no circumstances will the child leave the setting with any adult other than those named on the registration form or with prior consent from the parent / carer.

**Uncollected Children**

If the child is not collected after one hour and every effort has been made to contact all emergency numbers provided, we will apply the following procedures for uncollected children:

- The senior member of staff in setting will contact the Owner / Manager and Children’s Services (Customer First) Department 08456 023023 or 01473 299669 if after 5:20pm
- The child will stay within the setting with 2 practitioners (one of who will be a senior member of staff) until the child is collected by the parent / carer or a social worker.
- Social Care Services will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the Local Authority.
- Under no circumstances should staff go to look for the parent or take the child home with them.
- A full written report of the incident should be recorded in the Incident Book.
- Depending on the circumstances we have the right to charge parents / carers for the additional hours worked by the practitioners.
- Ofsted will be informed (0300 123 1231)

Name	Signature	Date Read/Reviewed