

## **NON-COLLECTION OF CHILDREN**

### General

If the child is not collected five minutes after nursery closes, staff should begin the non-collected child procedure. Two members of staff (one of whom should be either the Childcare Manager or Deputy Manager) must remain with the child on the premises.

Every effort is made to contact the parents/carers to find out what has happened, in the event there is no answer; the named emergency contacts are then called. The calls should not be made where the child can hear.

In the meantime, staff will occupy the child with a story or activity. If the child has still not been collected or no contact has been made with either the parents/carers or emergency contacts and ONE HOUR has passed after closing time, the police is called. The child's details are given to the police and an explanation of what has happened. Police will attempt to find parents and will take the child into their care if the parent cannot be found.

While waiting for the parent (or police) to arrive, staff ensure the child is not made to feel anxious and do not discuss their concerns in front of them.

The staff and the child should remain in their indoor clothes; the child should be made to feel comfortable, with something to eat or drink given and quiet activities offered. Appropriate explanations of what is happening should be given to the child.

Staff should not go off premises to look for the parents/carers or take the child home with them.

Staff should record in the child's file that the lateness has occurred, what they did about it, when the parent arrived or whether police were called. A form should be signed by the parents/manager at the time the child is collected. A written statement should be placed on file and after the third late collection, a letter sent by the Childcare Manager stating that their childcare place is being revoked.

If the child leaves with the police a full handover with regards to information about the child is given and the child is given lots of reassurance. The child can take a favourite toy or book from the nursery.