



**King Offa 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 member of 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, or an hour has passed since their session ended if this was prior to a 4pm finish. During this time the Head Teacher/Deputy Head Teacher will be informed.
- During this time, we will continue to contact parents/carers and other contact numbers. If unsuccessful within the hour the Single Point of Access (SPOA) or the out of hours Emergency Duty Service 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 via the register 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.

**SPOA:**

**Opening hours: Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm**

01323 464222

**Out of Hours Emergency Duty Service (To be contacted if out of hours for SPOA):**

01273 335905

01273 335906

(Reviewed: September 2023, next review September 2024)