



## Lost or Uncollected Children Policy

We expect children to be picked up at the end of their agreed session, and parents and carers to inform us without delay if they are unable to do this. This is important as we need to stay within legal staff ratios for looking after the children in our care. An element of leniency will be granted in emergency situations and in other unforeseen circumstances, otherwise the following procedures will apply:

### UP TO 3S' NURSERY

We expect parents to collect their children promptly at the end of their session. Children who are not collected promptly will continue to be cared for by the Up to 3s' staff. On collection, parents will be reminded of the session finishing time, and, if more than 10 minutes late, the parent will be charged the cost of the next session, plus a £5.00 administration fee.

After 10-15 minutes, a senior member of the Up to 3s' staff will try to contact the parent by telephone. Pick up any time after 6pm will incur an automatic charge of £20.

### NURSERY SCHOOL

We expect parents to collect their children promptly at the end of the session (12.00 pm or 3.45 pm respectively for morning and afternoon sessions). Parents are usually admitted to the Nursery School five minutes before these times to facilitate prompt collection. If a parent fails to collect on time a member of staff will attempt to make contact with a parent or carer by phone with the expectation that they collect their child as soon as possible.

If a child is not collected within 10 minutes of the end of the session the child will be taken through to join the lunch or tea session and the parent will be advised that they will be charged for the cost of the next session, plus a £5.00 administration fee. Pick up any time after 6pm will incur an automatic charge of £20.

### VERY LATE COLLECTIONS (both Up to 3s' and Nursery School)

In the case of very late collections, the following procedures apply

- Staff will continue to attempt to contact the main parent or carer
- Call any additional emergency contact numbers that are held for that child
- Let the child join subsequent nursery sessions (making sure that appropriate staffing levels are maintained)

## **AT THE END OF THE NURSERY DAY (both Up to 3s' and Nursery School)**

As the end of the day approaches, or if parents are late collecting children from the final 5-6 pm session of the day, staff will:

- Continue to attempt to contact the main parent or carer
- Call any additional emergency contact numbers that are held for that child and, if unsuccessful, notify a member of the Senior Management Team
- Contact the Social Services Duty Team and request advice, remembering that at all times two members of staff must be present and remain on the premises until Social Services arrive

## **LOST CHILDREN**

If a child appears to be missing whilst attending the Up to 3s' Nursery or, the Nursery School, staff will:

- Instigate a thorough search of the immediate and adjacent areas, widening out to include all areas of the setting, inside and outside
- Contact the parents to inform them
- Widen the search to external areas e.g. playing fields, St James' Rd, Portfield School etc **and contact police**
- Maintain care and supervision of other children whilst the search is being carried out
- Subsequently, review security procedures and hold an enquiry into the incident
- Inform all relevant parties of the result of the review

Parents are reminded that parents and carers are responsible for their own children's welfare and safety whilst in outer areas of the building, and that while staff will willingly help them search; they are in no way responsible for children who go missing.

Date: June 2018

To be reviewed: Spring 2019