



OXHILL NURSERY SCHOOL

POLICY FOR: CHILDREN NOT COLLECTED FROM NURSERY

We do expect **that all children** attending our nursery will be collected by their parents, or other named adults, on time and information is included in the nursery brochure informing them of the nursery session times and times when the nursery doors will be opened ready for collection.

It is important that we are able to contact parents / carers for a number of reasons and we ask them to:

- keep us informed of all changes to contact details, including home telephone numbers, mobiles and addresses.
- indicate on their child's data sheet which adults will be collecting their child on a regular basis. This normally includes grandparents / aunts and uncles etc.
- contact us if someone other than those listed on the child's data sheet will be collecting their child. They will be asked to provide us with a password, previously provided by the parent, when they arrive to collect a child.
- inform us if they expect to be late to collect their child, provide us with the reason why and give an approximate time of arrival.

Procedures:

If a child has not been collected 10 minutes after the end of the session and no contact has been made by parents / carers informing us as to the reason why they are late, the staff will inform the Head Teacher or Deputy Head:

- The child will be reassured by staff and told that someone is trying to contact their parents / carers
- Office staff will contact the parent / carer in the first instance, to inform them that their child has not been collected
- If they are unable to contact the parents/ carers they will then try to contact other known adults listed on the child's data form as emergency contacts e.g. grandparents
- If contact is made the child will, as far as possible, remain in familiar environment with a familiar member of staff. The child will be reassured that someone is coming soon to collect them.
- If staff are unable to contact any person listed on the child's data form, following a number of attempts and 30 minutes have elapsed then the HT or Senior staff member will contact First contact on 03000 267979 or the Police on 101 and inform them of the situation.
- The incident will be recorded in the office diary and on a copy of the proforma attached to this policy, giving details of telephone numbers, times of calls, reason for delay and outcome.

Date reviewed July 2021 (date)

Signed on behalf of the governing body

Name of signatory

Role of signatory

Sarah Golightly

Chair of governors

CHILDREN NOT COLLECTED FROM NURSERY

DATE:

Child's name:	
Address:	
Date of Birth:	

CONTACTING PARENTS / CARERS:

CONTACT NUMBER	RELATIONSHIP TO CHILD	TIME	OUTCOME

CONTACTING SOCIAL CARE DIRECT / POLICE
(Please log time of call and outcome)

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DETAILS OF WHEN CHILD COLLECTED:

TIME	NAME OF ADULT	RELATIONSHIP TO CHILD	EXPLANATION GIVEN

SIGNED:
MEMBER OF STAFF: