

Apple Tree Day Nursery Uncollected Child Policy and procedure.

If a child is not collected at the end of their booked time at nursery, reassure them remain calm, so as not to upset or alarm the child.

Be careful not to make any derogatory comments in relation to the lateness.

No member of staff should be left alone on the premises with the child. The most senior member of staff and additional member of staff must remain with the child until the matter has been resolved.

The most senior member of staff present should phone the parents/ carers contact number first, then the child's emergency contact numbers.

Continue to try contacting the parent/ carer and the emergency contacts at 10 minute intervals for up to a maximum of 30 minutes.

If there is no response after this time then the senior member of staff should contact the social care duty team on 023 9283 9111. Take instructions from the social care duty team as to what to do next.

The senior member of staff must record the incident and all instructions that have been carried out on to an incident record sheet, which should then be signed by them self, the member of staff who was present during the incident and the nursery manager.

If the child is not collected and the social care duty team detains the child then the senior member of staff present is responsible for writing a full report on the incident and forwarding a copy of the report to Ofsted. The nursery owner and manager should be kept informed throughout the process.

Reviewed and agreed on

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Next review date

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