**Procedure for Uncollected Children**

Two members of staff will always stay with any children who remain on site until 6pm, the end of our nursery day. In the event that the parent has telephoned to warn the nursery they will be late, two members of staff will remain on site with the child until parents arrive.

Late collections made after 6.00pm (closing time) will incur a charge of £1 per minute. Persistent late collections will result in an additional invoice being raised to compensate for the cumulative amount of overtime spent supervising the child/ren during these late collections.

**Parent Contact Made**

If, after making contact with parents/carers, they are unable to collect before 6.30pm, every effort should be made by the parents to make alternative arrangements for another trusted adult to collect. The Collection Policy will be followed in this instance. A physical description of the adult will be given to the staff members, along with their name and a unique password to be used on arrival to collect the child. If staff are unsure at any time of the adults' authorisation, they should not release the child into their care.

The nursery must not release the child to any unknown person, even if the collection is late, unless an adult with parental responsibility has given explicit permission and relevant information for the unknown person to do so.  In extraordinary circumstances, this can be done over the telephone with whosoever has parental responsibility (See Policy on Parental Responsibility). The parent/carer should give the name, a password and a physical description of the unauthorised person and nursery staff must check this description and password before permitting the child to leave. If there is any uncertainty, safeguarding procedures should be followed.

*N.B. A record will be kept of all children who are not collected by the pre-arranged time.  This will note the date, the time at which the child was collected, who collected the child, and the reason given. This is to monitor for any trends with any specific children for safeguarding purposes.*

**No Parent Contact Made**

If a child has not been collected within 1 hour of their scheduled collection time, and no contact has been made with a parent/carer or emergency contact, the following measures will be followed:

* The day book is checked for any information about changes to the normal collection routines.
* If no information is available, parents/carers are contacted at home or at work.
* If this is unsuccessful, the adults who are authorised by the parent to collect their child from the setting - and whose telephone numbers are recorded on the Admissions Form - are contacted.
* All reasonable attempts are made to contact the parents or emergency contacts.
* The child does not leave the premises with anyone other than those named on the Admissions Form in their file, or with an adult authorised to collect by parent/carers.
* If no-one collects the child **after one hour** and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
* Staff should contact FRONT DOOR on 03000 411111 (out of hours number 03000 419191)
* Staff should follow instructions/advice given by the integrated services at FRONT DOOR
* DSL/deputy DSL should be contacted to inform them of the situation and what steps have been taken.
* The child stays at the setting in the care of two members of staff until the child is safely collected either by the parents or by a social care worker from FRONT DOOR.
* Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
* Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
* A full written report of the incident is recorded in the child's safeguarding file.
* Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Ofsted may be informed.