

Late or Non-Collection of Child Policy

Statement of Intent

At Stepping Stones Nursery School we believe the welfare and safety of all children in our care is of paramount importance. The following policy states the procedure to be adopted by the manager should a parent or appointed person fail to collect their child from Stepping Stones.

In the event of a child not being collected at their arranged finish time and a reasonable amount of time has elapsed, 15 minutes, staff will implement the following procedure:

- Inform the manager
- During operating hours, staff ratios must be maintained (9.00am-3:00pm)
- The manager/staff will endeavour to contact their parent/carer using the contact information held on file on the Child's registration form which is stored in the top draw of the filing cabinet in the cloakroom.
- If Stepping Stones is unsuccessful in contacting parents the emergency contacts provided by parents on their child's registration form will be contacted and asked to collect the child.
- In the event that the Person collecting the child is not known to Stepping Stones staff they will be asked to state the password provided by parents, this is detailed on the child's registration form.
- In the event that non-collection occurs outside of usual operating hours, two suitably qualified members of staff will remain on the premises with the child until he/she has been safely collected either by the parents, designated emergency contacts or by a social worker. The child's welfare and needs will be met at all times.
- In the event of no contact being made after one hour of the session ending (morning session 13:00pm, Lunch club 14:00pm, afternoon session 16:00pm) the manager will telephone the Local Authority Social Services Department to advise them of the situation,
 - Contact Centre **0300 200 1006** (8am to 6pm)
 - Emergency Duty Team **01483 517898** (out of hours referrals)

- Ofsted 0300 123 1231

Children's Services will aim to locate the parents or relative, if they are unable to do so the child will be admitted into the care of the local authority. **UNDER NO CIRCUMSTANCES** will a member of staff take the child home. A full written report of the incident will be included in the child's file and Ofsted will be informed that Social Services have been contacted.