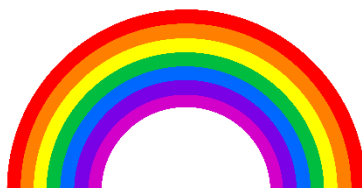


# The Village Nursery Bellingdon Ltd



“Building a firm foundation”

## Late or Non-Collection of Child Policy

### Statement of Intent

In the event that a child is not collected by an authorised person at the end of the session the Nursery puts into practice the following agreed procedures to ensure the safety and well-being of the child.

### Aim

We aim to ensure that the child is cared for with as little distress as possible. We inform parents/ carers of our procedures so that if they are unavoidably delayed, they can be reassured that the child will be properly cared for.

### Procedure

In order to achieve this aim, we operate the following procedure:

1. Parents of children starting at the Nursery are asked to provide specific information on our registration form which includes:
  - Home address and telephone number, any place of work, address and telephone number and any mobile telephone numbers.
  - The contact names, addresses and telephone numbers of two close relatives or friends in case of any emergency.
2. On occasions when parents know they will not be at home or their usual place of work, we ask them to put details on the Famly app.
3. On occasions when parents/ carers know they will not be collecting their child, they record the name, address and telephone number of the person who will be collecting their child in the Famly app. We agree with the parent/ carer how we will identify the person collecting their child.
4. Parents/ carers are informed that if they are unavoidably delayed, they contact us as soon as possible so that we can put into place our back-up procedures. We provide all parents/ carers with several contact telephone numbers for emergencies. We also inform parents/ carers that if their child is not collected from Nursery and the staff can no longer supervise the child on the premises, we apply our child protection procedures as set out in our child protection policy.

5. If a child is not collected at the end of the session, we follow the following procedure:
  - The Famly app is checked for any information about changes to the normal collection routine
  - If no information is available, we contact the parents/ carers at home/ work or on a mobile phone.
  - If this is unsuccessful, we contact the emergency services.
  - All reasonable attempts are made to contact the parents/ carers.
  - The child stays at Nursery in the care of two fully vetted members of staff until the child is safely collected. The child does not leave the premises with anyone other than those named on the registration form or in the Famly app.
  - If no one collects the child and the premises are closing, or the staff are no longer able to care for the child, we apply the procedures set out in our Safeguarding Children policy. We contact our local authority social services department (telephone number 01494 475211) and inform Ofsted (telephone number 0300 123 1231) after a period of thirty minutes.
  - A full written report on the incident is recorded in the Famly app.
  - Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
6. If at any time a parent/carer arrives to collect a child whilst visibly under the influence of any substance (including drugs and alcohol), the Nursery reserves the right to contact emergency contacts to arrange collection. The same will apply to parents not considered to be in full control of their actions. Should the emergency contacts not be available, the Nursery will implement the non-collection of child policy.

This policy was adopted by the Village Nursery on 1<sup>st</sup> May 2025 and will be reviewed every 12 months.

Signed on behalf of the nursery

This policy was reviewed on: