

UNCOLLECTED CHILD POLICY

Olive Tree Nursery has the highest regard for the safety of the children in our care - from the moment they arrive to the moment that they leave.

At the end of each session, the nursery will ensure that all children are collected by a parent, carer or designated adult. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 5 minutes late in collecting their child, the Manager will be informed.
- There will be a £1 fine for every minute the parent is late including a £5 charge:
 - *If a parent, carer or designated adult is more than 5 minutes late in collecting their child, the Manager will be informed.*
 - *The late pick-up fine is £5 along with £1 for every extra minute. This is incurred after 5 minutes of the session end time.*
 - *If a child has gone into another session time, the full session fee will be applied.*
 - *If another person is picking the child up, please call in beforehand to authorise your child to be collected by someone else by giving a password to the person collecting and to the nursery.*
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager will call the children's social care department for advice.
- In the event of the Children's Social Care being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent, carer or designated adults answer phone.
- Under no circumstances will a child be taken to the home of a member of staff, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of Olive Tree Nursery until they are collected by the parent, carer or designated adult, or alternatively placed in the care of the Children's Social Care.

Phone Number Children Social Care: 0300 123 6720