



Uncollected Child and Non-Attendance Policy

Uncollected Child

If a parent/carer wishes for another parent/carer to collect their child written, text, email or verbal permission has to be given by the parent/carer to a member of staff, who will inform the Manager or Deputy. The parent/carer must provide the name of the person collecting their child.

In the event of an emergency resulting in the parent/carer being unable to collect their child at the end of session, a telephone call must be made to Nursery to inform them. The unique password which is written on each child's health form will be given by the designated collector and verified by the Room Leader before the child is allowed to leave the premises.

If a child remains uncollected, the Room Leader will inform the Manager. The parent/carer's emergency contact telephone numbers will be used.

- If contact is made and the child is collected late the following charges will be made. After 15 minutes late £7 will be charged for every 15 minutes the child is uncollected. ie 15 minutes late a £7 charge, 30 minutes late a £14 charge, 45 minutes late an £21 charge.
- If no-one can be contacted after 30 minutes and (where appropriate) a member of staff has been unable to raise anyone at the child's house, then the Manager will contact C-SPA (Children's Single Point of Access) 0300 470 9100. Referrals outside of offices hours to the emergency duty team 01483 517898 for advice and instruction. An uncollected child procedure form will be initiated after the 30 minute interim period. Ofsted will be notified of the incident and outcome.

Non-Attendance

If a child is unable to attend their registered nursery session, the parent/carer must inform the nursery via telephone, text or email, within 30 minutes of the start of the registered session with the reason for their child's non-attendance.

If the nursery does not receive notification of an absence, a member of staff will telephone or text the parent/carer. If there is no response from the parent/carer within 30 minutes of leaving a text, the emergency contacts for the child will be contacted.

If no contact can be made to either the parent/carer or emergency contact within 1 hour the Manager or Deputy will contact the Police on 101.