

ABC NURSERY POLICIES AND PROCEDURES**POLICY 4: Uncollected Children**

- 4.1 The A.B.C. Nurseries are committed to keeping children safe whilst in their care. The setting will follow procedures enclosed within this policy if a parent or primary carer fails to collect their child from the nursery:
- 4.1.1 Phone all the telephone contact numbers (which can be found in the Essential Information Files in the downstairs office lockable cupboard.
- 4.1.2 Check for messages on the answer phone to see if the parent/ primary carer has telephoned the nursery and left a message.
- 4.1.3 In the event that no one can be contacted and no one has come to collect the child half an hour after closing time, telephone Sarah Ginn (Nursery Owner) or one of the Nursery Managers who will come in to take over. Please refer to telephone numbers below.
- 4.1.4 There must always be two people on the premises to stay with the child. This may include Mrs Ginn (Nursery Owner). Any member of staff staying with an uncollected child must have been suitably assessed by the Disclosure and Barring Service.
- 4.2 If the child in our care has not been collected one hour after closing time please telephone the Children's Social Care Referral and Assessment Service:
- Office hours: 02476 788555
Out of hours: 02476 832222 (Emergency Duty Team)
- 4.3 A note will be left on the nursery door just in case a parent does arrive later, giving an appropriate contact number where they can get in touch with the member of staff who is dealing with the situation.

Contact numbers:

Sarah Ginn:	Home: 01676 535496	Mobile: 07801 627 921
Maggie Pyner:	Home: 02476 693785	Mobile: 07904 019 041
Dave Margetts:	Home: 02475 015127	Mobile: 07808 590 612
Anthea Griffin:	Home: 02475 013792	Mobile: 07946 156 481