

## Failure to Collect Procedure

If a child has failed to be collected by the known parent or carer at the designated time then the following procedure will be followed:

1. After an initial 5 minutes grace period the staff member should inform the Manager or the Deputy of the initial failure to collect
2. The Manager or the Deputy should then telephone one of the parents to ascertain whether they are on their way
3. If the first parent is unavailable on any of the contact numbers then the second parent must be contacted and arrangements to collect must be ascertained
4. If neither parent is available on any of the given numbers then the Emergency Contact or contacts must be telephoned to clarify if they know the whereabouts of either of the parents. They will be informed of the non-collection and asked to make their own attempts to contact parents
5. Depending on the time of day and the circumstances in the nursery an additional period of grace can be given provided staff/child ratios are being maintained and it is during normal opening hours
6. If the parents are still not contactable then the Emergency Contact will be asked to collect the child as soon as possible
7. If the Emergency Contact is unavailable then attempts to contact the parents must be pursued through the above routes once again until such time as the Emergency Procedure below is implemented

### Failure to Collect at Closing Time-Emergency Procedure

If a child has failed to be collected at normal closing time (6:00pm) then a senior staff member and one other must remain on the premises until such time as a parent or carer arrives, if the known arrival time has been advised.

If a parent is unavoidably delayed (e.g in traffic jam) and unable to reach nursery within 1 hour of closing then, with permission from the parent and the Chief Executive, emergency measures may be taken in the form of taking the child to the safe home of a staff member, providing safe transport is available. A message may then be given to the parent detailing the child's whereabouts.



Finally, where no contact has been made with parents or Emergency Contacts during this time the Chief Executive must be informed and a decision made as to the necessity to contact the Duty Social Worker and/or the Police detailing our concerns for the parents/carers safety. Advice from these professionals will then be followed.

