



Norfolk House Nursery

Uncollected Child Policy and Procedures

The Safeguarding and Welfare Requirements

3.62 / 3.73

Norfolk House Nursery has a duty to safeguard all children in our care, which also includes procedures if a child is not collected from nursery.

Procedures

- Two members of staff must be on the premises at all times when a child/children are present, if a member of staff is unable to stay then another member of staff must be contacted and asked to return to nursery.
- Every attempt must be made to contact the parents.
- The Nursery Manager and the Senior Nursery Manager must be contacted and informed.
- Emergency contacts and persons authorised to collect (logged in the Child's Details Pack) must be contacted in order to help locate the parents.
- If arrangements are made for the emergency contact or an authorised person to collect the child, they must bring photographic identification.
- If the child has to be collected by an emergency contact or an authorised person they must also be contacted that evening and/or following day to ensure that the parents have been contacted and located.
- If by 8.00pm the parents, emergency contacts or authorised person cannot be contacted, the Emergency Duty Team must be contacted on **0121 675 4806** and made aware that a child has not been collected from nursery.

This Policy and Procedure was reviewed in October 2022 by Hayley Fox, Senior Nursery Manager	Date for next review: October 2023	Date Sent to Director: October 2022
Date sent to Nursery Manager: October 2022	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: October 2022		

- If the child's Key Person is not present, every attempt should be made to contact them, to ask them to return to nursery and support the child.
- Staff must support the child and make necessary arrangements for them to have something to drink/eat and ensure all their individual needs are met.
- If the child has not been collected the **EMERGENCY DUTY TEAM** will have to make arrangements for the child.
- This will be an extremely traumatic experience for the child and every attempt should be made to support them in every possible way. This may mean the child's Key Person escorting the child.
- A full investigation must be launched and reports and statements completed.
- Ofsted must be informed of the incident.

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