

1: Safeguarding and Promoting Children's Welfare

1.3 Late or Uncollected Child Procedure

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1.3 Late Collection or Uncollected Child Procedure

Policy Statement

Miss B's Nursery has clear procedures in place for situations where a child is not collected at the end of a session by a parent, carer, or authorised adult.

If a child remains uncollected, the nursery will ensure they are supervised and cared for by an experienced member of staff who is familiar with the child, wherever possible. Staff will ensure the child continues to receive attentive care and reassurance to minimise any distress or anxiety.

Parents and carers are informed of these procedures when their child starts at the nursery. This ensures that if they are unexpectedly delayed, they can be reassured that their child will remain safe, supervised and supported.

These procedures support children's rights under the **UN Convention on the Rights of the Child (UNCRC)**, including:

- **Article 3** – the best interests of the child must be a primary consideration.
 - **Article 19** – Children have the right to protection from harm or neglect.
 - **Article 12** – Children have the right to be listened to and reassured when worried or distressed.
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1.3.1 Unavoidable Delay

If a parent or carer is delayed due to an emergency or unforeseen circumstances, they should contact **Miss B's Nursery** as soon as possible to inform staff that they will be late.

Parents should discuss with staff:

- the expected time of arrival
- whether another authorised adult will collect the child
- What temporary arrangements may be required until the child is collected

This allows the nursery to plan appropriate supervision and ensure the child's well-being remains the priority.

1.3.2 Late Collection Procedure

If a child has not been collected at the agreed time and the nursery has not received prior notification, staff will follow the steps below:

- Two members of nursery staff will always remain with the child.

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- Staff will attempt to contact the parent or carer using all telephone numbers listed on the child's **emergency contact form**.
- If contact cannot be made, staff may attempt to contact other authorised emergency contacts provided by the family.
- If necessary and contact cannot be made by phone, a member of staff may visit the child's home address to attempt contact.
- If it becomes impossible for staff to remain at the nursery due to other unavoidable commitments (for example, collecting their own children from school), **West Sussex Children's Services – Front Door** will be contacted for guidance and support.

The following rules will always apply:

- Staff are not permitted to transport children in their own vehicles.
- A child will never be taken to the home of a staff member.
- The child will remain in the care of Miss B's Nursery until collected by an authorised adult or until the appropriate safeguarding authority provides further instruction.

If the child must be taken into the care of West Sussex Children's Services, a written notice will be left at the nursery entrance informing the parent or carer where the child has been taken and how they can be collected.

Where appropriate, **Ofsted will also be notified**.

These actions ensure that the child's welfare remains central, reflecting the safeguarding principles of **UNCRC Article 3 and Article 19**.

1.3.3 Persistent Late Collection

Regular lateness in collecting a child may indicate that a child is not receiving appropriate care arrangements and could be considered a safeguarding concern.

Miss B's Nursery will respond to repeated lateness through the following steps:

1. **Verbal reminder** – A conversation will take place with the parent or carer to discuss the issue and reinforce the nursery's collection expectations.
2. **Written warning** – If late collection continues, the parent or carer will receive a written notice outlining the concern and the need for improvement.
3. **Safeguarding referral** – If the situation continues despite warnings, the nursery may refer the concern to **West Sussex Children's Services (Front Door)** for advice or intervention.

This approach helps ensure children are collected promptly and supports their right to consistent care and protection under **UNCRC Article 19**.

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Late Collection Charges

Miss B's Nursery reserves the right to charge for children collected late, without prior notice or in emergency circumstances, to cover the additional staffing costs involved in providing supervision after the agreed session times.
