

Late Collection of Child Policy

In the event that a child is not collected from the nursery at a set time on the contract, the following should happen:

- The room supervisor should inform the manager/deputy
- The room supervisor should endeavour to contact members of the family who the staff has met before or that the nursery have photos of will be allowed to collect the child
- A password can be set between the parent/carer and the nursery to use if another person is to collect the child
- A member of staff would need to ensure that the child is settled and not over worried about the situation
- If after $\frac{1}{2}$ an hour the carer/parent has not arrived, and the other contact numbers have not been helpful, it may be necessary to contact the Social Services Assessment Team. Advice would need to be taken from the assessment team on what should happen next
- We would contact our local authority social services department
- Ealing Social Services Department

Type: Government

Telephone: 020 8825 5000

Email: customers@ealing.gov.uk

Web: [view website](#)

- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them
- A full written report of the incident is recorded in the child's file

- Depending on circumstances, we reserve the right to charge parents the late collection fee or the additional wages for the staff involved
- Ofsted will be informed (telephone number) 0300 123 1231 as soon as is reasonably practicable to do so but not later than 14 days after the event

Parents should have the information on what will happen in cases of late collection of children at the nursery

- To avoid confusion, parents will be asked to sign the register to acknowledge the la on the exact pick up time on the register next to their child's name.