

## **Kiddy Academy Late Collection/Failure To Collect a Child Policy**

Kiddy Academy Day Nursery is open from the hours of 8.00am-6.00pm Monday through to Friday, in the instance of a child not being collected from the nursery on or before 6.00pm, the following procedure will be initiated by staff:

- inform the nursery manager if a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child.
- If the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on the full incident record
- in the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team 0151233300 and Ofsted 08456404040 to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The Childs welfare and needs will be met at all times.

- We reserve the right to charge a late collection fee if necessary.



Childcare at its Best

Review date: 16.01.18	Date of next review: 16.01.19