



Liskeard Child Development Centre
Sunshine Room

23. Late collection and non-collection

All parents agree an approximate arrival time at the CDC nursery and are informed of procedures on what to do if they expect to be late. This includes:

- Calling the nursery as soon as possible to advise of their situation.
- Asking a designated person to collect their child wherever possible.
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.
- If the designated person is not known to the nursery staff the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time e.g. ½ hour has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the Teacher in Charge that a child has not been collected.
- The Teacher in Charge will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records.
- The Teacher in Charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents 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 a full incident record.

- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Single Referral Unit to speak with the duty social worker to advise them of the situation and seek further advice.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

Children transported in taxis

If a child is transported by taxi and the parents are not at home when the taxi arrives at the home. These procedures will be put in place:

- The taxi will wait for 10 minutes, if other children need dropping off close by the taxi driver and escort will drop the other children off and return to the house. The taxi driver may try to contact the parent if they have an alternative contact number to find out when they will be at home.
- If no one is still at home the taxi driver will contact the Teacher in Charge at the CDC through the main phone (01579 349916) or her mobile (07806610952). The Teacher in Charge will try to contact the parent on the numbers she has or the emergency contacts.
- If after a further 10 minutes passes and still no one has turned up the taxi driver will return the child to the CDC where two members of staff will follow the procedures as above. In this case parents will have to make alternative arrangements for the collection of their child from the CDC.

Contact numbers:

Name	<i>Contact No</i>
Single Referral Unit – Social Care Emergency Duty Team	03001231116

Internal use only

This policy was adopted on	
Signed on behalf of the nursery	
Date disseminated to staff	
Date for review	