



CNS CROSSENS NURSERY SCHOOL – Procedure to be implemented in the event of late or non-collection of a child

Introduction

The importance of children being collected on time cannot be underestimated. Children who remain uncollected will inevitably become worried and upset. In the event that a child is not collected by an authorised adult at the end of a session/day, the school puts into practice agreed procedures. These ensure the child is cared for safely until parents can be contacted.

1. Provision of up to date contact details

Parents are asked to provide the following specific information which is recorded on the Admission Form and pupil collection form, including:

- home address and **up to date** telephone/mobile number
 - workplace and telephone number (if applicable)
 - names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting
 - information about any person who does not have legal access to the child but has parental responsibility for the child.
- I. On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform the school office.
 - II. Parents who are not able to collect their child as planned due to emergencies or unforeseen circumstances must inform the school so that back-up procedures can be implemented. If it is an adult not on the contact list that is to collect the child, a password will be used and their details added to the list. *A child collection form must be filled out and the individual informed of the password. (This can also be communicated over the phone).*
- #### **2. In the event of repeated late collections (5 mins after the end of the session) - the following actions will be taken:**
- I. **First Occasion** – Parents are reminded of the home-times and the Nursery routine
 - II. **Second Occasion** - Parent to be given a verbal reminder of the importance of collecting their child on time
 - III. **Third Occasion** - Parent informed by letter of charges to be incurred in the event of a future late collection
 - IV. **Fourth Occasion** - Implementation of the following charge: If more than 5 minutes late after the session time has ended there will be a £1 charge for every 5 minute block after this time.
- #### **3. If a child is not collected after 5 minutes** of the end of the session / day, and no message has been received the following safeguarding procedures are implemented:
- I. The adults whose telephone numbers are recorded on the Admission Form are telephoned by a member of staff.
 - II. All calls and numbers tried are logged, recording the time and whether a message has been left

- III. All reasonable attempts are made to contact the parents/carers. If there is no success at making contact with any adults named, the most senior member of school staff is informed.
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- 4. **After all phone numbers have been tried** (*this will be at approximately 12.20pm for morning children, 3.50 pm for afternoon and 3.20pm for children staying for full days*).
 - I. If there is no-one who can be contacted to collect the child, contact the police and the CHAT team and ask to be put through to the Duty Social Worker - telephone number **0151 934 4481 / 4013** for advice.
 - II. In the unlikely event that a child has not been collected out of hours, Sefton Plus Customer Access Team provides a service outside of normal working hours, that is, during the night-time and at weekends **0151 934 3555**
 - III. Under no circumstances are staff to go to look for the parent, nor do they remove the child from school.
 - 5. **A full written report** of the incident must be recorded in the Safeguarding File by their teacher or headteacher.

Policy Approved by Governors: October 2024

Review Date: October 2027

