



St Hugh of Lincoln Nursery

Non-Collection of Children Policy

In the event of a child who attends St. Hugh of Lincoln Nursery School not being collected at the finishing times; 11.30am or 3pm – the following procedure will take place:

1. The staff member who becomes aware of this situation will inform a senior member of the nursery staff.
2. The child's record and emergency contact details will be looked at and all contacts on the forms will be telephoned in order to gain contact.
3. If this proves to be without success, the child will continue to be cared for in the presence of nursery staff up until the end of the day (if they were a child that should have been collected at the end of the morning or lunchtime sessions).
4. After the end of the nursery day at 3pm any uncollected children will continue to be cared for by two members of the nursery staff.
5. Throughout the period that the nursery has the child, the staff should try to contact all emergency numbers.
6. If a child is still in the building at 4pm (1 hour after the end of the day) and there has been no success in contacting anyone, a senior member of the nursery staff will contact the Multi Agency Safeguarding Hub (MASH) for advice. In the event of not being able to contact the MASH, the police will be contacted for advice.
7. A member of staff should not at any time approach any address that is on the child's contact list, as it may not be safe to do so. Neither should a member of the nursery staff take a child home with them.
8. At all times the emotional well-being of the child is paramount, and reassurance should be given, particularly if it involves contacting another agency i.e. Multi Agency Safeguarding Hub (MASH) or Police.
9. If during the time that a child is not collected (i.e. needing to stay for lunch and/or and afternoon session) it means that the current staff/child ratios are not appropriate, it may require another member of staff to work as an extra for that session. Appropriate measures will be taken to ensure the safety of all children until the additional member of staff arrives at the nursery.
10. Depending upon the circumstances leading to non-collection the nursery reserves the right to charge the parents for the additional hours worked by staff.

Multi Agency Safeguarding Hub – 0345 050 7666 Emergency Duty Team (after 5 p.m.) 0800 833 408

Police non-emergency tel no. 101