

Uncollected Children Policy

Aim

ICP Nurseries Limited will hold the most up to date contact details for parents/carers or emergency contacts for children in our care.

The Nursery does not have any obligation or responsibility to care for children outside of the normal nursery operating hours. We therefore, request parents promptly collect their children at the end of the session/day.

Procedure

- We recognise that there may be occasions when the late collection of a child(ren) is unavoidable, e.g. due to bad traffic or problems with public transport. We request that on these occasions you telephone the Nursery as soon as possible to let them know that your child will be collected late.
- It is important that you provide the Nursery with correct telephone numbers (both home and work) and if you are going to be away from these numbers that someone there knows how to contact you. The Nursery Registration Form has space for two emergency contacts other than parents/carers who can be contacted if the parents/carers cannot be reached.
- If your child(ren) has not been collected at the end of Nursery hours and you have not notified the Nursery that you will be late then we will telephone you to inform you of this and ask you to collect your child(ren) as soon as possible.
- If your child(ren) has not been collected after two hours from when the Nursery normally closes, you have failed to notify the Nursery of your lateness, all attempts to contact you have been exhausted and we cannot reach your emergency contacts, then the local authority children's social care team may be called to seek further guidance. This could result in your child(ren) being taken into care.
- A Late Pick Up Charge will be imposed for children who remain in the Nursery after normal operating hours. This includes a late pick up after a morning session.
- Follow the **Uncollected Child/ren Flow Chart (Appendix 43)**.