

Uncollected Children Policy and Procedures

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Busy Otters staff will ensure that all children are collected by a parent, carer or named person on the registration form.

If a child is not collected at the end of their session, and the parent or carer has not notified us that they will be delayed, we put into practice the following procedures.

Up to 15 minutes late

- The parent will be phoned. When the parent or carer arrives, they will be reminded that they must phone the pre-school to notify us if they are delayed. A late payment fee will be applied for regular occurrences.

Over 15 minutes late

- If there is no response from the parent or carer by 15 minutes, messages will be left requesting that they contact Busy Otters immediately. The staff will then try to contact the emergency contacts listed on the child's registration forms.
- While waiting to be collected, the child will be looked after by a minimum of 2 members of staff.

Over 30 minutes late

- If the manager or assisting manager have been unable to contact the child's parents or carers after 30 minutes they will contact the local social care team for advice.
- The child will remain in the care of the Management team on the premises, until collected by the parent or carer or nominated adult (nominated by the parent/carers) or until placed in the care of the social care team.

Signed.....Chantelle West.....(on behalf of the Committee)

SignedCarol Clarke.....(Manager)

Date.....15/01/2024.....

To be reviewed annually