

PROCEDURE TO FOLLOW IF A CHILD IS NOT COLLECTED

At Rainbow Corner Windlesham, all records are kept of the pattern of sessions the child has been registered for and the time of collection requested, if outside the normal session times. Any extra sessions or times of collection requested by the parent are agreed with the Manager and the information passed on to the key worker and noted in the diary.

If a child is not collected at the appointed time and we have not been notified of any change all efforts are made to contact the parents. If the parent has been delayed for any reason, we will continue to take good care of the child until the parent arrives, ensuring they receive food and drink if necessary.

If a child is not collected at the time the nursery is due to close and the parent has not been in contact to explain the reason why, every effort will be made to contact the parent. Failing that the emergency contact numbers from the registration form will be used. If no response is achieved from any of these numbers two members of staff will stay with the child for up to one hour after the closure of the nursery.

If by that time the child has still not been collected the members of staff should use their discretion, by their knowledge of the family and their work/family commitments, as to whether to contact the police in the possible event of an accident on the roads or whether to report the incident to Social Services.

This policy was reviewed on: 1st July 2024

By: Emma Fowles (Operations Manager)