Failure To Collect

It is the responsibility of Little Nestlings to ensure that each child is collected by an authorised parent/ carer. It is essential that all parents provide an adequate, up to date list of nominated people to contact in case of emergency.

If a situation occurs where no authorised carer arrives to collect a child within a reasonable time of the end of their session, the following procedure must be followed.

- Staff will remain with the child whilst collection is being arranged and will reassure the child if they are aware.

- Senior staff will check email and messages to see if contact has been made by a parent/carer.

- Staff will phone all numbers provided by the parents to try and arrange for collection of the child. In case of difficulty, staff will continue to try the telephone numbers provided until either contact is made, or until the nursery closes at 5:30pm.

- If staff have been unable to contact a parent/nominated carer by 5:45pm, the management team will make the call to telephone the local childrens services.

- The management team will then follow directions given by Social Services to ensure the wellbeing of the child.

This policy was reviewed in	Signed on behalf of the nursery	Date for review
September 2026	*Elizabeth Ross-Whittall*	*September 2027*