

Uncollected Children & Late Collected Child Policy

Parents are asked to provide and keep up to date the following specific information when their child starts at Vineyard Organic Day Nursery. This information is recorded in their child's record card and in the registration form (In line with GDPR this information will not be disclosed to a third party and will not be retained for any longer than required):

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number.
- Mobile telephone number.
- Names, telephone numbers and signatures of adults who are authorised by the parents to collect their child from nursery, for example a childminder or grandparent (The emergency contact must have completed the Emergency Contact Consent Form).
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform the nursery of the identity of the next person to contact.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details
- (Email, Black Book and sometimes by phone) of the name and contact number of the person who will be collecting their child. We then agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform the nursery so that we can begin to take back-up measures.
- Late pickups of children are charged at £5.00 and £10.00 for every five minutes thereafter.

In the event that a parent/carer fails to collect a child at the appropriate time

- The office is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the child's records - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.

- The child does not leave the premises with anyone other than those named on their record card.

If no-one collects the child within 60 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, the Head Teacher/Deputy

and a member of staff will remain with the child until all emergency/alternative contact numbers on the child's record card have been exhausted. Should it still not be possible to locate a parent/carer or suitable alternative we will contact, the Richmond SPA on 02085475008 or the Out of Hours Emergency Duty Team on 02087705000. Under no circumstances will a child be left unattended.

Adopted: September 2023

Reviewed: August 2025

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