



Uncollected/Late Children Procedure

At Jumpin Jacks Day Nursery we follow the guidance from the EYFS which states that "providers must take all necessary steps to keep children safe and well".

Procedure for releasing children into parents/carers care:-

- If a person picking up a child is unfamiliar to the practitioners, they will ask the parent to make sure the adult is aware of the password for that child.
- If someone who is collecting the child is unknown to nursery staff, they **MUST** ask the adult for the password and check that this is correct **BEFORE** allowing the adult into nursery. All passwords for children are recorded in the "contact details".
- These details will be updated annually or when parents have changed the emergency contacts details, then they will be changed on the registration form and the contact sheets will be updated and will be placed in each room.
- When parents/carers come to collect a child, a practitioner will talk to them about their child's day, what they have eaten etc.
- Once a parent/carer is at the setting their child will be their responsibility.

Uncollected children procedure:-

- If a child is still at the setting 10 minutes after their session has ended it is the most senior persons responsibility to contact the child's parents/carers.
- If no contact can be made with parents then the emergency contacts will be contacted.
- If no contact can be made to the parents/carers or emergency contacts then the child will be engaged in an activity while practitioners wait for contact to be made or for the parents/carers to arrive. 2 members of staff **MUST** wait on the premises at all times if the child is still at the setting after 18:00.
- If no contact has been made after 45 minutes and practitioners are unable to contact the parent/carer or emergency contacts then social care will be contacted to inform them that a child has been left at nursery.
- If during the time before social care arrive at nursery the parent/carer makes contact then they will be informed that social care has been contacted. Social care will be contacted again to inform them that the parent/carer has made contact/arrived at the setting and any advice will be followed.
- Any incidents of late/uncollected children will be recorded in the child's keeping safe file. If the child does not have a keeping safe file, then one will be made up for the child.

Late picks up:-

- If a parent is late picking up their child then the room senior or most senior member of staff will try to make contact 10 minutes after the child's session has ended. If the child's session ends at 18:00 then contact will be made straight away for insurance reasons.
- If no contact can be made then the emergency contacts will be contacted.
- If no contact can be made to the parents/carers or emergency contacts then the child will be engaged in an activity while practitioners wait for contact to be made or for the parents/carers to arrive. 2 members of staff **MUST** wait on the premises at all times if the child is still at the setting after 18:00.
- If the child's parents/carers arrive before 45 minutes (when social care will be informed) then the nursery manager will talk to the parents/carers about the importance of collecting their child on time for insurance purposes and to ensure legal requirements such as ratios are met.
- If a child is collected late then a charge of £10 per 15 minutes will be payable to the nursery.
- Late picks will be monitored by recording the children departure time on the Tapestry
- If a parent/carer consistently picks up their child late then a meeting will be held by the nursery manager and the parent/carer to discuss any issues the parent/carer may be having, session times etc. Jumpin Jacks will give as much additional support where needed. If no agreement can be made with regards to collecting their child on time and late collection persists the parent/carer may be informed they will no longer be allowed to attend the setting.
- Any concerns regarding late collections will be recorded in the child's keeping safe file. If the child does not have a keeping safe file, then one will be made up for the child.

Contacting parents/carers to collect a child who sick:-

- If a child becomes sick at nursery and needs to be collected by their parent/carer then a practitioner will make contact with the parent/carer.
- It will be advised to the parent/carer that they must collect the child as soon as possible or send someone else to collect the child from the nursery.
- While the parent/carer is on their way to setting the child will be comforted by a member of staff in an area away from the other children.
- If after 30 minutes the parent/carer has still not arrived at nursery then they will be contacted again by the staff member
- Once parents/carers arrive at the setting they will be informed of the exclusion period for the child's sickness or given any necessary advise.

The policy was implemented by Kirsty Ward on 18th August 2025

Please note all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior.