

## Late/Non Collection Procedure

Health and Social Care Standards:

*3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.*

*3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.*

Late collection

*After 10 minutes approx.*

- Reassure the child - play with them until their parent/carer arrives, or if during nursery hours: return the child to the group
- Two members of staff should remain with the child if out of typical nursery hours - maintaining safe ratios
- Staff member - typically Senior Practitioner or Team Leader - to use emergency contacts to arrange collection of child
- Maintain a record of calls made in case of non collection
- Calls should be made on the nursery phone
- Calls should be made every few minutes, allowing for a phone call to be returned if missed
- If no answer, a voicemail should be left

Non collection

*After 30 minutes approx.*

- If no contact has been made, Staff - typically Senior Practitioner or Team Leader - will establish how much longer the contacts should be tried based on knowledge of the family or circumstance (ie are they an emergency worker)
- All contact made with all emergency contacts (calls, voicemails, texts) should be recorded
- If after a reasonable amount of time, no contact has been made and the child has not been collected, a member of staff - typically Senior Practitioner or Team Leader - will contact the local authority children's social services emergency duty team
- Outwith typical nursery times, two members of staff will stay with the child until suitable arrangements have been made for collection of the child

**The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the late collection or non collection process.**