

# Failure to collect children procedure

If Parents or Guardians fail to collect their child/children please proceed as follows.

- Staff to access the child's contact details via the office
- Call contact numbers in order of parental preference
- If child has still not been collected after 1 hour the manager or senior nursery nurse will contact either

Social care customer access team - 0845 140 0845

Or

Social care emergency team (Out of hours) - 0151 934 3555

- The manager or senior nursery nurse will contact the police if the above is not possible or contact is still not made
- Throughout the process the child will remain on KinderWorld premises and be cared for appropriately by 2 members of staff
- If outside agencies have been involved contact Ofsted (0300 123 1231) within 14 days and document in the incident file

## **In the event that the office is closed:**

- Staff must ensure they have contact details in their own locked cupboard
- If staff are unable to contact parents/carer then they must contact management at home
- Management will arrange for a change of staff, if necessary