

Uncollected Child Procedures

The safety and the welfare of the children are of the most importance to us at Little Learners. Our uncollected child procedures are to keep your child safe at all times.

To help us do this we follow the procedures below:

- Parents and carers must contact nursery if they are going to be late.
- If a parent or carer has not contacted the setting, we will contact the parents within 10 minutes past their collection time. If contact cannot be made, we will contact the child's emergency contact.
- No child will be able to leave the nursery with an unauthorised person without parental consent, should a person come to collect a child who we believe is unauthorised we will keep the person at the door and a senior staff member will contact the parent to confirm they have permission.
- If it is during normal working hours 7.30-6.00 your child would stay in their group to avoid distress, food and drink will be offered to the child.
- Two staff will stay with the child for up to one hour after the setting has closed, it will be the manager who will contact the police to see if there has been any reported incidents involving the family and children's social care/MASH will be contacted.

**You can contact the MASH during office hours on either 02392 688793 or 0845 671 0271 or email:
MASH@portsmouthcc.gov.uk**

**If it is during out of office hours (5pm – 8am weekdays, weekends and bank holidays) the number is:
03005 551373.**

Police – non emergency call 101

**This uncollected child procedure was updated January 2025 By Vicky George Manager
Proofed By Elaine Burnett Managing Director
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