



St. Elizabeth's Nursery

Procedure for Dealing with an Uncollected Child

All members of staff are made aware of the procedure for the children's arrivals and departures.

In the event of a parent/guardian or designated person failing to collect a child by the allocated time the following procedures will be taken:

- Every effort will be taken by the staff to contact the parent/carer responsible for the collection of the child.
- The child will be reassured and cared for throughout this period.
- If all attempts to contact any of the above fail, at 4:30 pm the Single Point of Access Team will be informed of the situation - **020 8547 5008**.
- It will be up to the duty social worker to take charge of the situation and to decide what happens next, and whether the police need to be involved in helping to trace the parent/guardian of the child.
- If the parent/guardian or other designated person cannot be found, the duty social worker can arrange for the child to be placed temporarily with foster parents until the situation is resolved.
- The child would then be in the care of Social Services and a note will be left on the main door of the nursery building giving the contact details.

If for any reason a parent is unable to collect a child at the end of the child's session a member of staff will remain with the child. Parents must get a message to the nursery staff by ringing **0208 940 9141** or by email at nursery@st-elizabeths.richmond.sch.uk to inform the nursery staff (**NOT St. Elizabeth's PRIMARY SCHOOL**) of the situation and any other alternative collection arrangements.

Policy dated June 2025