



**NOTTINGHAM NURSERY SCHOOL**  
**Uncollected Children Policy**  
**May 2025**

DOCUMENT ORIGINS			
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DOCUMENT VERSION HISTORY		
Revision date	Author of changes	Summary of changes

Our nursery has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, the nursery will ensure that all children are collected by a parent, carer or designated adult.

If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent, carer or designated adult is more than 5 minutes late in collecting their child, the parent will be telephoned or texted to try to ascertain the cause of the delay, and how long it is likely to last. Parents will have a reminder of times and a late payment fee will be issued if it happens again.
- At 12.00, the child will be taken into the hall to wait with staff and children at lunch as this is paid childcare time and staff are setting up for the afternoon session children.
- At 3.30pm, the child will be taken into the hall to be with the childcare staff and children at afterschool club.
- While waiting to be collected, the child will be supervised by members of staff who will offer them as much support and reassurance as is necessary.
- Parents will be charged £1 for every 1 minute that the child remains uncollected.
- If, after repeated attempts after 5pm, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the school will call Social Care for advice 0115 8764800 or email [candfdirect@nottinghamcity.gov.uk](mailto:candfdirect@nottinghamcity.gov.uk)
- In the event of social care being called and responsibility for the child being passed to a Child Protection Agency, the school will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone or text. Furthermore, a note will be left on the door of the nursery premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact Social Care or the police.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the nursery premises unless necessary, while waiting for them to be collected at the end of a session.
- The child will remain in the care of the nursery until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Care or the police.
- Parents and carers will be informed that persistent late collection may result in the loss of their child's place at Nottingham Nursery.

This policy will be reviewed every 3 years.