

# Bizzie Lizzies Nursery and Pre School.

Nursery Ofsted URN- EY392303  
Preschool Ofsted URN – 2549120  
RP number - 906327

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## Non-Collection of a Child Policy

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### **This Policy Links To:**

- The Early Years Foundation Stage (DfE 2021) Statutory Framework – Setting the standards for learning, development, and care for children from birth to five.
- The Childcare Act 2006
- The Children Act 1989 and 2004
- Children and Young Persons Act 2008
- Child and Families Act 2014

### **Related Policies:**

- Child Protection Policy
- Collection of Children Policy

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### **Keeping Children Safe and Calm**

- Younger children may not be aware that they have not been collected on time.
- Do not inform them unnecessarily, as this could cause alarm.
- Reassure older children who are aware that they have not been collected at the expected time.
- Maintain a calm demeanour and avoid showing concern to the child.
- Check the Family app for any messages from parents.

- Check with the Office for any messages or emails regarding collection.
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## **Children Who Are Not Collected at the End of Their Nursery Day**

### **1. Allow a Reasonable Grace Period:**

- Wait a short period beyond the usual collection time (10 – 20 minutes) before contacting parents.
- Ask other staff if any relevant information was shared in the morning, such as a parent working away or an ill grandparent.
- Check the Family app for any updated messages.
- Allow approximately 20 minutes after the expected collection time, as parents may be delayed due to traffic or other circumstances.

### **2. Check Local Conditions and Communication Channels:**

- Review local news for incidents that could affect travel, e.g., road closures.
- Confirm that the nursery landline is functioning to ensure no calls were missed.

### **3. Staffing and Supervision:**

- Two members of staff must remain at the nursery until the child is collected, even if only one child remains.
- Provide reassurance to the child throughout the delay.

### **4. Contacting Parents and Guardians:**

- Attempt to contact the child's parents or legal guardians using all numbers listed on the child's contact sheet.
- If necessary, contact all additional emergency contacts listed.

### **5. Escalation Procedure:**

- If no contact can be made, immediately inform a manager or a member of the Safeguarding Team.
- The manager or Designated Safeguarding Lead (DSL) will contact:
  - **MASH (Multi-Agency Safeguarding Hub):** 01432 260800
  - **Out-of-hours Emergency Duty Team:** 01905 768020
- Follow any guidance provided to ensure the child's safety and well-being.