

Arrivals, Departures and Uncollected Child Policy

At Circadian Nest Nursery we operate a secure, consistent arrival and collection procedure for every child, and we have a clear plan for the unlikely event that a child is not collected on time. This policy is shared with all parents at registration and reviewed annually.

Arrivals

- Parents/carers bring their child to the main entrance and are greeted by a staff member.
- The child is signed in on arrival and the time recorded. Staff note any information relevant to the day (medication, sleep, emotional state).
- The key person takes the child into the room once the handover is complete.
- All external doors are kept locked at all times. Parents and carers ring the doorbell at the main entrance and are admitted by a member of staff after visual identification; unknown visitors are not admitted without prior appointment and ID.

Departures

- Children may only be collected by named adults listed on the registration form.
- Parents nominate at least two authorised collectors at registration and agree a unique password.
- Anyone not personally known to staff will be asked for the password and photo ID before a child is released.
- If an unnamed adult arrives without prior notice, staff will call the parent to verify and refuse release until verification is complete.
- Children are signed out and the time is recorded.

Late collection

We understand that parents may occasionally be delayed. We ask that parents call the nursery as soon as they realise they will be late so that we can reassure the child. A late-collection fee may apply in line with the Parent Contract.

Uncollected child procedure

If a child has not been collected by 15 minutes after the session end:

- Two members of staff remain with the child and ensure they are reassured and occupied.

- The Nursery Manager or Deputy telephones the parents and all other named emergency contacts.
- Messages are left where no-one answers, and contact attempts are logged.

If the child has still not been collected after 1 hour past the session end:

- The Nursery Manager contacts Oxfordshire Children's Services (MASH) on 0345 050 7666.
- Out of hours, we contact the Emergency Duty Team on 0800 833 408.
- Staff will follow any instructions given by the duty social worker.
- A written record is kept of every contact attempt, the child's state, and the time of collection or transfer to the duty social worker.

Under no circumstances will a child be taken home by a staff member or left alone on the premises.

Communication with parents

Where a late collection is repeated or where the uncollected-child procedure has been invoked, the Nursery Manager will hold a meeting with the parents to understand the cause and agree a plan to prevent reoccurrence. Repeated occurrences may trigger a safeguarding referral.

Related policies

- Safeguarding Children and Child Protection Policy
- Missing Child from Nursery Procedure
- Parent Contract and Terms and Conditions
- Settling In Policy

This policy was adopted on	Signed on behalf of the nursery	Date for review
01/02/2026	Suhail Farooq	01/02/2027