



Safeguarding children, young people and vulnerable adults

Procedures

6.4 Uncollected Child Policy

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parents/carers of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
 - Home address, email address, landline and/or mobile telephone number
 - Work telephone number (if applicable).
 - Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from our settings.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.

- Parents/carers must inform the setting how they can be contacted if there are any issues with their usual contact details.
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they must provide the setting with details of the person who will be collecting their child. A password is used to verify the identity of the person who is to collect their child.
- If parents/carers are not able to collect their child as planned, they must inform the setting so that we can begin to take back-up measures.
- We will apply our child protection procedures in the event that children are not collected from the setting by an authorised adult within half an hour after the setting has closed and the staff can no longer supervise the child on our premises.
- In the event that a child is not collected from the setting at the end of the session/day we follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted by telephone.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting, and whose telephone numbers are recorded on the Registration Form, are contacted.
 - All reasonable attempts are made to contact the parents/carers or nominated adults.
 - The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
 - If no-one collects the child within 1 hour of their expected collection time and there is no named person who can be contacted to collect the child, we will contact our local authority Children's Single Point of Access (CSPA):
0300 470 9100 (CSPA) (9.00 am – 5.00 pm)

Out of hour's duty team:
01483 517898

If our local authority advise we will contact the local police.

- The child stays at the setting in the care of two fully-vetted practitioners until the child is safely collected either by the parents/carers, a social care worker or by another person specified by social care.

- Social Care will aim to find the parent/carer or relative, if they are unable to do so, the child will become looked after by the local authority.
 - Where appropriate the designated safeguarding lead should notify the police.
 - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
 - Under no circumstances do practitioners take the child home with them.
 - A full written report of the incident is recorded.
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- Dependent upon circumstances, we reserve the right to charge parents/carers for the additional hours worked by practitioners.
 - a record of conversations with parents/carers should be made and recorded on the child's file with parents/carers being asked to sign and date the recording
 - If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time keeping and identify any further support that may be required.

Ofsted may be informed: 0300 123 1231

**This policy was updated on the 23rd
July 2025 by Susannah Townley,
Manager.**

**This policy is due to be reviewed on
23rd July 2026**