



Safeguarding children, young people and vulnerable adults

Procedures

6.4 Uncollected Child Policy

Policy statement

If a child is not collected by closing time at the Jack and Jill NurseryGroup Ltd, or the end of the session and there has been no contact from the parent/carer, or there are concerns about the child's welfare then this procedure is followed.

Procedures

- The Designated Safeguarding Lead (DSL) or Deputy Designated safeguarding lead (DDSL) is informed of the uncollected child as soon as possible and attempts to make contact with parents/carers by phone after 15 minutes from the pick up time.
- If the parents/carers cannot be contacted, the DSL/DDSL uses the emergency contact to inform a known carer of the situation and arrange collection of the child. The Jack and Jill Nursery Group Ltd will endeavour to get more than two emergency contacts where possible for each child.
- 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 DSL/DDSL should notify the police.
- Under no circumstances will staff at Jack and Jill NurseryGroup Ltd 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.

- 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.
- 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.

**This policy was updated on the 23rd
July 2026 by Susannah Townley,
Manager.**

**This policy is due to be reviewed
on 23rd July 2027**