



## Uncollected Child Policy

Approved by:	Governing Body	Date: 1 <sup>st</sup> June 2026
Last reviewed on:		
Next review due by:	September 2026	

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts 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 will 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 Admission Form:

- Home address and telephone number
- Place of work, address, email address and telephone number (if applicable).
- Mobile telephone number.
- Names, addresses, telephone numbers and of adults who are authorised by the parents to collect their child from the setting, for example a child-minder or relative.
- The person or people who have parental responsibility for the child.
- Information about any person who does not have legal access to the child.
- Password
- On occasions when parents are aware that they will not be at home or in their usual place of work, they are to inform us of how they can be contacted and this is recorded by staff.
- On occasions when parents or the persons normally authorised to collect the child are not able to, parents to provide us with details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, by use of a password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from our setting by an authorised adult within our registered times 8.00 am – 6.00pm,

### **If a child is not collected at their allocated time:**

- The child's file and online details is checked for any information about changes to the normal collection routines.

We attempt to make contact with the parent(s)

- If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting, and whose telephone numbers are recorded on the Admissions Form are contacted.

- All reasonable attempts are made to contact the parents or nominated carers. Calls are made out of the group and not in front of the child in order to minimise any distress to them.

- The child does not leave the premises with anyone other than those named on the Admission Form, in their file or previously arranged via consent from the parent/carer.

If no one collects the child an hour after their session or after 6.00 pm and there is no one who can be contacted to collect the child.

- We will contact our local authority children's social services care team (M.A.S.H.): **0208 356 5500** and out of hours **02083562710**

- For out of hours (5pm – 9am), we contact the Emergency Duty Team **0208 356 2710/2346**

- The child stays at the setting in the care of two fully-vetted workers (where possible one will be the child's key person) until the child is safely collected either by the parents or by a social care worker.

- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.

- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed: Telephone: 0300 123 1231

If parents are consistently late this may jeopardise your child/ren place at the nursery and could also lead to safeguarding concerns.