



Procedure for Uncollected Children

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

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 are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form:
 - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written 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.
- 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. Our contact telephone number is 01959 533934.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - The Manager/DSL are informed of the uncollected child.
 - 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 at home or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
 - We ensure that the child is not anxious, and we do not discuss our concerns in front of them.
 - If no-one collects the child within 1 hour of their expected collection time and there is no named contact who can be contacted to collect the child, we will then contact the local authority children's social care team: Area Safeguarding Adviser Tel: **03000410888**

- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
- Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- It may also be appropriate in certain circumstances for staff to contact the police
- Under no circumstances will staff
 - go off the premises to look for the parents
 - leave the premises to take the child home or to a carer
 - offer to take the child home with them to care for them in their own home until contact with the parent is made
- Staff make a record of the incident in the child's file using Safeguarding Welfare/Incident form (blue). A record of conversations with parents should be made, with parents being asked to sign and date the recording. This is logged on the child's personal file along with the actions taken. A confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- Ofsted may need to be informed
- 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. Depending on circumstances, we reserve the right to charge parents for the additional hours worked. This will be charged at double our hourly rate and worked out on a pro-rata basis.

If lateness continues to happen, the child's place at pre-school may be jeopardized. **We are not insured to have children remain on the premises past our allotted session times.**

Reviewed 10-08- 2025
To be reviewed annually