



## **Uncollected child**

### **Policy statement**

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive 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 are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Admission Form:
  - Home address and telephone number.
  - Mobile telephone number.
  - Place of work, address and 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, or the persons normally authorised to collect the child, are not able to collect the child, the parents/carers 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 01206 263054.
  
- If a child is not collected at their expected collection time, and there has been no contact from the parent, or there are concerns about the child's welfare, 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, the manager or senior member of staff present shall attempt to contact the parents/carers by phone.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Admission Form - are contacted.

- All reasonable attempts are made to contact the parents or nominated carers.
  - After one hour, the manager or senior member of staff present should contact the local social care out-of-hours duty officer if the parents or other known carers cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.
  - The manager or senior member of staff should arrange for collection of the child by social care. Where appropriate, police should also be notified.
  - If the manager is not present, they must be contacted and informed of the situation as soon as possible.
  - Under no circumstances will staff go to look for the parent, nor leave the setting premises with the child.
  - The child stays at the setting in the care of two staff, until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
  - Staff ensure that the child is not anxious and we do not discuss our concerns in front of them.
- A full written report of the incident is recorded in the child's file. A record of conversations with the parents/carers should be made, with parents/carers being asked to sign and date the recording. This should be logged on the child's personal file along with the actions taken. A safeguarding incident report form should be completed if there are safeguarding and welfare concerns or if Social Care have been involved.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
  - If necessary, Ofsted will be informed.

This policy was adopted at a meeting of

Woodland Corner

Held on (date) 25<sup>th</sup> June 2025

Signed on behalf of the Management Committee

Jess Brown

Role of signatory (e.g. chairperson etc.)

Chairperson

Review date

June 2026