



# Uncollected Children

**Reviewed: July 2025**

**To be reviewed: July 2026**

## **Policy statement**

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 experienced and qualified practitioners who are 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.

## **Procedures**

Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Administration packs:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or a close relative.
- Place of work, address and telephone number (if applicable)
- Mobile number
- 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
- Any person who has parental responsibility for the child
- Information about any person who does not have legal access to the child.
- A collection password

On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform us 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 must provide us with written details of the person who will be collecting their child. Provide the collection password as a form of 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 the setting so that we can begin to take back-up measures.

## **Uncollected Children**

1. If an authorised adult has not arrived ten minutes after the end of a given session and no collection advice has been telephoned to the setting, the manager or person in charge will begin to telephone all authorised adults or emergency contacts for that child until a suitable person is found and arrangements are made for collection.
2. If it is impossible to contact anyone regarding the timely safe collection of the child after one hour, the emergency services and the Children's Social care team will be contacted. The manager or person in charge will remain with the child until such time as they are settled into the care of the local authority.

Staff will inform the Executive Leader who lives locally.

Children's social care team 0208 496 2310

Or

Emergency/out of hours duty team 0208 496 3000

The child stays in the care of two fully-vetted staff members until the child is safely collected either by the parents or by a social care worker.

- 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.
- 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 on the child's Chronological report.
- Depending on circumstances, we reserve the right to charge parents for the additional time worked by our staff.
- Ofsted may be informed: 0300 123 1231

Parents/carers attending any groups, sessions, special events or drop-ins within the nursery are responsible for their own children at all times.