



Uncollected Child Policy

Version Number: 1.0

Owner: Nursery Operations Team

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UNCOLLECTED CHILD POLICY

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

If a child is not collected at their expected collection time, we follow the procedures below:

- The child's Family account is checked for any information about changes to the normal collection routines, via any messages sent by the child's parents/carers.
- 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 on their Family account.
- If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, we apply the procedures for uncollected children.
- If we have any cause to believe the child has been abandoned, we contact the local authority children's social care team:

- If the children's social care team is unavailable or as our local authority advise we will contact the local police.
- 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.
- 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.
- We 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 Safeguarding file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked.

Ofsted may be informed.

Document history

Date	Version	Section	Details	Reviewed by
10/11/2025	1.0		Creation of new policy	LE