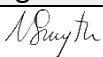


This policy will be reviewed in full by the Senior Leadership Team on an annual basis.

Date the policy was last reviewed and agreed	Senior Manager		Manager	
	Name	Signature	Name	Signature
January 2026	Natasha Smyth			

This policy is due for review up to 12 months from the above date

Uncollected Child Policy

Legal Basis: Related Sub Section in The Statutory Framework for The Early Years Foundation Stage (March 2021)

Information for parents and carers

3.74. Providers must make the following information available to parents and/or carers

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- details of the provider's policies and procedures **including the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting**

1 INTRODUCTION

In the event that a child is not collected by an authorised adult at the end of a session/day, the child is cared for safely by an experienced and qualified practitioner (member of staff) 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.

Preschool staff should be informed when a child is to be collected by someone else, other than the person normally collecting them. A written note of this is made on the back of the current/relevant paper register page (for future reference) and on the notice/white board.

2 LATE COLLECTION

If the person who is collecting a child is delayed, the preschool should be contacted immediately, leaving a message on the answering machine if needed. If the preschool has not heard from anyone 5 minutes after the expected collection time, staff will try to contact the people listed on the registration form as having permission to collect in an emergency. If after 25 minutes pre-school is unable to contact the parent or any emergency contacts, Hertfordshire Children's Services will be contacted to arrange temporary care.

Parents who are more than 5 minutes late (according to the preschool phone clock, set automatically by the phone network) will be charged £15 for the first 10 minutes, then £10 per 15 minutes (or part thereof) until the child is collected.

Parents who are regularly up to 5 minutes late will be charged £15. Late collection for half or more of your child's sessions in a week, or late collection once a week over a few weeks, would be considered regular.

3 PROCEDURES

Parents of children starting at the setting are asked to provide the following specific information 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, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers and passwords for 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.

When parents know that they will not be at home or in their usual place of work, they must inform us in writing (email or text message) of how they can be contacted.

When parents/persons normally authorised to collect the child, have made arrangements for a different person to collect, they must provide us with a photo and the name and telephone number of the person who will be collecting their child.

If parents are not able to collect the child as planned, they must call us so that we can begin to take back-up measures.

We apply our child protection procedures in the event that children are not collected from setting by an authorised adult within 25 minutes after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session/day, after 5 minutes we follow the following procedures:

- The child's file and the diary and register are 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 from the setting – 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.
- If no-one collects the child within 25 minutes after the session has finished (or from their expected collection time if different) and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's services team: **0300 123 4043**
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
- Parents are liable for the additional costs, such as additional staff wages and rent, that may be incurred by the preschool to stay with the child, and will be charged a late collection fee.
- 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 to 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. Ofsted may be informed: 0300 123 1231

STAFF DECLARATION

I agree that I have read and understood the information set out in this policy, and will abide by it.

I understand that if I have any questions about this policy, I will raise them with my manager prior to signing my agreement below.

Staff Name	Staff Signature	Date