

## **17.0 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 are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form:

- Parent/Carer home address and contact numbers - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work and contact number (if applicable).
- Contact details of any adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent. Name, telephone number and relationship to the child will be recorded.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.
- Contact details are checked at least twice annually at parents evening. Staff to check in regularly with parents and carers regarding any changes.

On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they will inform us how they can be contacted.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect, the parents/carers provide us with details of the named person authorised to collect, their telephone number a description of the person and a password.

Our contact telephone numbers are:

- The Lloyd Park Centre – 020 8531 9522.
- The Higham Hill Centre – 020 8527 1737

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

### **Uncollected Child Procedures**

- The child's chronological file and telephone diary/ log is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted.
- 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 authorised by the parent and this has been confirmed by the setting.
- If no-one collects the child within one hour of their expected collection time and we are unable to make contact with authorised carers, 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, we will contact the local police.
- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at the setting in the care of two of our team, one of whom will be a senior manager until the child is safely collected either by the parents/ authorised carer or by a social 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.

- Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
- We will ensure that the child is kept safe and reassured.
- A full written report of the incident is recorded in the incident/child protection file.
- Late fees will be enforced, in line with our Finance policy and recorded in the office lateness folder. A Late Fees letter is issued to the parents
- Ofsted may be informed, and if there is an incident where Ofsted has been notified then the CEO and Chair of Trustees will also be informed

Policy Name	Uncollected Child Policy
Version Number	V2
This policy was developed by using Legislation	Pre School Learning Alliance Working together to Safeguard Children 2015, (updated 2024). London Safeguarding Procedures (updated 2023)
These people were consulted/ involved in developing the policy	Senior Leadership Team Safeguarding Team Governance Group Working together to safeguard children
This Policy was adopted by	Trustee Board
Date	May 2025
Signed	Bisi Oyekanmi
Name	Bisi Oyekanmi
Role	Chairperson
Next Review Date	June 2026