

# Uncollected Child Policy

## Statement:

We expect children to be picked up at the agreed contracted time, if it should not occur we will assume an emergency has caused the delay and will instigate our uncollected Child Procedure, unless parents/carers let us know that they are delayed.

Before children start the setting, we require specific information;

- Home address and telephone number, mobile number of parents
- Name, address, home telephone number and mobile number of authorised adults to collect the child from the setting (grandparents, neighbour).
- Who has parental responsibility for the child
- Information about who may not have legal access to the child

If on occasions parents are aware that they are going to be late, they must seek an agreement with us before it occurs. The information will be recorded on the register/contract. Parents must provide the setting with written consent for the authorised person to collect the child along with a password.

Parents of children collected up to 15 minutes later than expected will be reminded of the correct time and will be billed £1 a minute.

Parents will be reminded that they should telephone us before the collection time to tell us if they have been delayed. If this is a persistent occurrence without genuine reason, parents will be asked to review their contract.

## Procedure

Children who are not picked up within an hour of the expected time without an explanation may become the responsibility of the Social Services Department.

We will:

- Call the parents on the given contact numbers, if no one is available we will;
- Call the additional emergency contact numbers, if no one is available we will;
- Call the Multi Agency Safeguarding Hub for the borough that our nursery is in between office hours or out of office hours.
- Follow the advice given by the MASH Team.

**Director's signature: Teamara Adams**

**Date: 30/04/2026**

**Parent/Carer's signature: Sign off to confirm that you have read and agree, via our full contract.**