1.6 Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner 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.

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.

1. Procedures

1.1 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
- 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.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

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

1.3 On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of

the person who will be collecting their child. This person must know the child's password that the parent gave on their child record form.

1.4 Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.

1.5 We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

1.6 If a child is not collected at the end of the session, we follow the following procedures:

- The child's file is 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 after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact MASH (Multi Agency Safeguarding Hub)
  01452 426565

1.7 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 or by another person specified by social care.

1.8 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.

1.9 Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.

1.10 We ensure that the child is not anxious, and we do not discuss our concerns in front of them.

1.11 A full written report of the incident is recorded in the child's file. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

1.12

Ofsted may be informed:

0300 123 1231

Our local Early years consultant may also be informed.

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This policy was adopted at a meeting of	St Christophers Playgroup	name of setting
Held on	September 2026	(date)
Date to be reviewed	September 2027	(date)
Signed on behalf of the management committee	KJCookes	
Name of signatory	Karen Cookes	
Role of signatory (e.g. chair/owner)	Playgroup Manager	