

1.10 Uncollected Child

Policy statement

At Perins Pre-School, we expect all parents/carers to agree to collect their child from pre-school. We give parents/carers information about the procedure to follow if they expect to be late. They will be reassured that their children will be properly cared for. If an authorised adult does not collect a child by their expected collection time, we will put into practice the agreed procedures. The child will receive a high standard of care to cause as little distress as possible.

Procedures

- Parents are asked to provide the following specific information when their child starts attending our setting, 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 work number.
 - Place of work, and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - 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.
 - On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with details of the name and telephone number of the person who will be collecting their child.
 - Provide a password for the child if anyone collecting is not the parent.
 - Parents must call the pre-school as soon as possible to advise of the situation.
 - If a child is not collected from pre-school after a reasonable amount of time of 45 minutes, we initiate the following procedures:
 - The Manager or Deputy Manager must be informed that a child has not been collected.
 - The Manager or Deputy Manager will check for any information relating to change in routine.
 - The manager on duty will call all numbers every 10 minutes. These calls will be logged.
 - If this fails, the manager on duty will try the emergency contacts. Where possible we request two or more emergency contact numbers for each child.
 - The child does not leave the premises with anyone other than those named on the Registration Form
 - If no-one collects the child within 1 hour of their expected collection time, we apply the procedures for uncollected children.
 - we contact the local authority children's social care team.
0300 555 1384

 - Or the out of hours duty officer (where applicable):
0300 555 1373

 - The child stays at the Pre-School in the care of two staff members until the child is safely collected either by the parents or by a social care worker.
 - Under no circumstances will staff 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.
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
 - Ofsted will be informed as soon as convenient:
0300 123 1231
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This policy was adopted on

13th April 2026

Date to be reviewed

13th April 2027

Signed on behalf of the provider

Michelle Osman

Role of signatory (e.g. chair, director or owner)

Pre-School Manager