



Uncollected Child Policy

Purpose

Pavilion Pre-School (Aigburth) CIO recognises that, on rare occasions, a parent/carer or authorised person may be delayed and unable to collect a child at the agreed time.

The welfare and safety of the child is our first priority. This policy sets out the procedures that staff will follow if a child has not been collected at the expected time.

The setting will take all reasonable steps to ensure that children remain safe and appropriately supervised until they can be collected by a parent/carer or another authorised person.

This policy applies to children attending:

- Pre-School
- Breakfast Club
- After School Club

Responsibilities of Parents and Carers

Parents/carers are responsible for collecting their child at the agreed collection time.

Parents/carers must:

- Ensure the setting has up-to-date contact details.
- Provide at least two emergency contacts wherever possible.
- Inform the setting as soon as possible if they are going to be late.
- Inform the setting if someone different will be collecting their child.
- Ensure any person collecting their child is known to the setting and is authorised to do so.
- Provide the setting with any information that may affect collection arrangements.
- Ensure that authorised collectors are suitable and able to safely care for the child.

Parents/carers should not rely on the setting being able to accommodate late collections.



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Collection Arrangements

Children will only be released to:

- Their parent/carer;
- A person authorised by the parent/carer;
- A person named on the child's collection arrangements;
- Another responsible adult where the parent/carer has provided appropriate authorisation.

Staff will follow the setting's existing procedures for checking the identity of an unfamiliar person collecting a child.

Children will never be permitted to leave the setting alone or with an unauthorised person.

If a Child Is Not Collected on Time

If a child has not been collected at the agreed collection time, staff will:

1. Check whether the parent/carer has contacted the setting to advise that they are delayed.
2. Attempt to contact the parent/carer using the telephone numbers held by the setting.
3. Continue to supervise and reassure the child.
4. Contact the child's emergency contacts if the parent/carer cannot be reached.
5. Record all attempts to contact the parent/carer and emergency contacts.
6. Continue to keep the child safely supervised by appropriate staff.

The child will be reassured that they are safe and that staff are trying to contact their parent/carer. Staff will avoid making the child feel that they are responsible for the situation.

After School Club and Breakfast Club

For children attending the After School Club, the agreed collection time will be recorded as part of the child's booking/attendance arrangements.



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If a child has not been collected by the agreed closing time, staff will immediately begin the procedure outlined above.

For children attending Breakfast Club, staff will ensure that the child is safely handed over to the appropriate school/pre-school staff member at the agreed time.

If this handover cannot take place as expected, staff will follow the same safeguarding principles and contact the child's parent/carer and emergency contacts.

Contacting Emergency Contacts

If the parent/carer cannot be contacted, the setting will contact the emergency contacts listed for the child.

Staff will make reasonable attempts to contact the available emergency contacts.

Details of attempted calls, messages and responses will be recorded.

If an emergency contact is able and authorised to collect the child, staff will confirm their identity and ensure that the child is safely handed over.

If No Responsible Adult Can Be Contacted

If the child remains uncollected and no parent/carer or authorised emergency contact can be reached, the Manager or Designated Safeguarding Lead (DSL) will assess the situation and determine the appropriate safeguarding action.

The setting will seek advice from the relevant local authority children's social care / Emergency Duty Team where necessary.

The police may also be contacted where:

- There is an immediate concern about the child's safety or welfare;
- The setting is unable to establish a safe arrangement for the child;
- The circumstances indicate that the child may be at risk of harm;
- Children's social care or other safeguarding professionals advise the setting to contact the police.



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The setting will not leave a child unattended or simply close the premises with the child still in its care.

The child will remain supervised by suitable staff until responsibility for the child has been safely transferred to an appropriate person or agency.

Safeguarding Considerations

An uncollected child may be an isolated incident, for example because of unexpected traffic or an emergency.

However, repeated late collection, failure to respond to telephone calls, or circumstances that cause staff to have concerns about a child's welfare may constitute a safeguarding concern.

Where there are concerns about neglect, abandonment, domestic circumstances, parental capacity or any other safeguarding issue, the setting will follow its Safeguarding Policy and may make a referral to children's social care.

The setting will record and share information appropriately where this is necessary to safeguard the child.

The current EYFS framework places strong emphasis on safeguarding and maintaining appropriate records and information sharing.

Staff Responsibilities

Staff must:

- Remain calm and reassuring.
- Keep the child supervised and safe.
- Never leave the child alone.
- Follow the procedures in this policy.
- Maintain confidentiality and only share information where appropriate.
- Keep accurate records of all actions taken.
- Inform the Manager/DSL of any uncollected child.
- Report any safeguarding concerns immediately.



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Staff should not:

- Take the child home with them.
- Transport the child in their own vehicle unless this forms part of an agreed and appropriate emergency arrangement authorised by the setting.
- Contact people who are not listed as emergency contacts unless instructed to do so by the Manager/DSL or safeguarding professionals.
- Discuss adult circumstances or concerns in front of the child.

Recording the Incident

An Uncollected Child Record will be completed for every occasion where a child is not collected at the agreed time and this requires staff to take additional action.

The record should include:

- Child's name;
- Date;
- Expected collection time;
- Actual collection time;
- Name of person expected to collect;
- Reason for late collection, if known;
- Times and numbers contacted;
- Names of emergency contacts contacted;
- Advice received from the Manager/DSL or other professionals;
- Details of any safeguarding concerns;
- Who eventually collected the child;
- Time the child left the setting;
- Any further action required.

Records will be stored securely in accordance with the setting's data protection and record-keeping procedures.



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Repeated Late Collection

Repeated late collection may be addressed with the parent/carer.

The Manager may:

- Meet with the parent/carer to discuss the issue;
- Review the child's collection arrangements;
- Request additional emergency contacts;
- Agree an action plan with the parent/carer;
- Apply the setting's late collection charge where this is included in the setting's terms and conditions;
- Consider whether repeated incidents raise a safeguarding concern.

Any safeguarding concerns will be dealt with in accordance with the setting's Safeguarding Policy.

Late Collection Charges

The setting may charge parents/carers for late collection in accordance with its published fees and terms and conditions.

Any late collection charge is separate from the setting's safeguarding responsibilities.

A charge will never prevent the setting from taking appropriate action to safeguard a child.

Children with Additional Needs

The setting will take account of the individual needs of children who may require additional support if they are not collected on time.

Staff will consider:

- The child's age and stage of development;
- Communication needs;
- SEND;
- Medical needs;
- Emotional and behavioural needs;



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- Any relevant risk assessment;
- Any information provided by the parent/carer.

Appropriate reassurance and support will be provided to help the child feel safe and secure.

Information for Parents and Carers

Parents/carers will be informed of the setting's arrangements for uncollected children as part of the setting's policies and procedures.

Parents/carers will be advised that if they are going to be late, they should contact the setting as soon as possible.

Parents/carers should ensure that the setting always has accurate and current:

- Telephone numbers;
- Home address;
- Email address;
- Emergency contact details;
- Authorised collection arrangements.

Staff Training and Awareness

All staff will be made aware of this policy as part of their induction and ongoing safeguarding training.

Staff must understand that an uncollected child is primarily a safeguarding matter, rather than simply a late collection or administrative issue.

The Manager/DSL will ensure that staff know:

- Who to contact;
- Where emergency contact details are stored;
- How to record an incident;
- How to contact children's social care;
- How to contact the police in an emergency;
- The setting's safeguarding procedures.



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Related Policies

This policy should be read alongside:

- Safeguarding and Policy
- Attendance Policy
- Collection Policy
- Late Collection Policy
- Missing Child Policy
- SEND Policy
- Confidentiality and Client Access Policy
- Health and Safety Policy
- Complaints Policy

This policy will be adopted in October 2026.

It will be reviewed annually or when:

- There are changes to legislation or statutory guidance;
- There is an incident that identifies a need to amend the procedure;
- Advice is received from Ofsted, the local authority or safeguarding partners;
- There are changes to the setting's operating arrangements.

Last updated 06.10.26

Signed by Chair of Trustees:

Signed by Operations Manager: