



Uncollected Child Policy

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Policy Statement

Bradpole Preschool is committed to ensuring the safety and well-being of all children in our care. In the event that a child is not collected by an authorised adult at the end of a session, we will follow the procedures outlined below to ensure the child remains safe, reassured, and cared for by experienced and suitably qualified staff. We recognise that delays can occasionally occur and will always act sensitively to minimise distress for both the child and their family. Parents and carers are informed of these procedures during registration so they can be reassured that appropriate arrangements will be made should an unexpected delay arise.

Procedures

Parents and carers are required to provide the following information before their child starts at the setting:

- home address and telephone number;
- mobile telephone number;
- place of work, address, and telephone number;
- details of at least two, where possible three, authorised adults who may collect the child, including names, addresses, telephone numbers, and relationship to the child;
- details of who holds parental responsibility for the child;
- information regarding any person who does not have legal access to the child;
- emergency contact arrangements when parents/carers are unavailable.

Parents and carers must inform the setting as soon as possible if they are delayed or unable to collect their child. Where another adult is collecting the child, parents must notify the setting in advance and provide agreed verification arrangements, such as a password system.

Photographic identification may also be requested where staff do not know the authorised adult.

Parents are informed that if all reasonable attempts to contact authorised adults have failed following the setting's closing time, safeguarding procedures for uncollected children will be implemented.

If a child is not collected at the end of a session, the following procedures will be followed:

- The child's records will be checked for any information relating to changes in collection arrangements.
- Staff will attempt to contact the child's parents/carers using all available contact numbers.
- If unsuccessful, staff will contact other authorised adults listed on the child's registration form.
- All reasonable attempts will be made to contact parents, carers, or emergency contacts.
- The child will remain supervised by at least two fully vetted members of staff and, where possible, by staff known to the child.
- Appropriate staff ratios will be maintained while caring for the child.
- The child will not be released into the care of anyone who is not authorised to collect them.
- If no authorised person can be contacted or suitable arrangements cannot be made, the Designated Safeguarding Lead (DSL) Nikki Moss or Sally Parmiter, the deputy DSL will contact the local Children's Social Care Duty Team for guidance and support.



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- The child will remain at the setting until collected by an authorised adult or until alternative arrangements are made by Children’s Social Care.
Family Support and Advice Line on 01305 228558
- Under no circumstances will staff take the child home with them or leave the premises to search for parents/carers.
- A full written record of the incident, actions taken, times, and outcomes will be completed and stored securely in line with safeguarding, confidentiality, and data protection requirements.
- Depending on the circumstances, the preschool reserves the right to charge for additional staffing costs incurred.
- Ofsted may be informed where appropriate, particularly if the incident raises safeguarding concerns or indicates a potential breach of welfare requirements. Ofsted general enquiries Tel. 0300 123 1231

Legal Framework

Legislation and Statutory Guidance

- Statutory Framework for the Early Years Foundation Stage (Department for Education, September 2025)
- Working Together to Safeguard Children (HM Government, 2026)
- Safeguarding Vulnerable Groups Act 2006
- Children Act 1989
- Children Act 2004
- Data Protection Act 2018

This policy was adopted by the Bradpole Preschool Committee

During the Summer Term 2026

Date to be reviewed Summer Term 2027