



TINYWOODS
PRESCHOOL



First Steps
NURSERY & PRE-SCHOOL



SHIRELAND
COLLEGIATE ACADEMY TRUST

Shireland Collegiate Academy Trust Policy

Uncollected child

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| Committee and Date Approved | Trust Board – Summer 2026 |
| Category | Recommended |
| Next Review Date | Summer 2027 |
| Policy Availability | Trust Website |
| Officer Responsible | Nursery Manager |

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, First Steps Nursery & Pre-school put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible, with no outdoor clothes being put on until they are collected.

We inform parents/carers of our procedures, as stated in our Terms & Conditions, so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Parents/carers will be made aware, as per the Terms & Conditions that a £2 per minute late charge will apply for late collection.

Procedures

- Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on their Registration Form in their personal file:
 - 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 (if applicable).
 - Names, addresses, telephone numbers and signatures 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.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should endeavour to inform their child's key worker verbally and/or in writing of how they can be contacted, i.e. contact number & address.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide nursery staff with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, a password being authorised and a full description of the person given.
- Parents are informed that if they are not able to collect the child as planned, they must inform nursery staff so that we can begin to take back-up measures.
- If a child is not collected at their expected collection time, dependant on the sessions they attend, follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines and staff members from different shifts/rooms asked for further information that may have been missed.

- 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 - 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 or without prior consent from main carers.
 - If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, senior nursery staff apply the procedures for uncollected children.
 - The senior member of staff will contact:
 - Early Years & Childcare Unit Protection Team: 0121 569 4974
 - Social Services: Local Authority Designated Officer: 0121 544 6033
 - Emergency Duty Team: 0121 561 3704
 - Shireland Collegiate Academy Safeguarding Manager- Emma Perry
 - Multi Agency Safeguarding Hub- (MASH): 0845 351 0131
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- The child stays at the setting in with two staff members, one must be a senior staff member, until the child is safely collected either by the parents or by a social care worker.
 - 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.
 - Under no circumstances will nursery staff go to look for the parent, nor leave the setting premises with the child.
 - Staff ensure that the child is not anxious and we do not discuss our concerns in front of 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.
 - Ofsted may be informed:
0300 123 4666
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Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)