



## Uncollected child

In the event that a child is not collected by an authorised adult at the end of a session or day, we have agreed procedures which are put into practice. These ensure that 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 to cause as little distress as possible.

This policy follows statutory guidance including Keeping Children Safe in Education (2024) and Working Together to Safeguard Children (2023).

### Procedures

Parents of children starting at the setting are asked to provide the following specific information which is recorded on our New Starter forms: · Home address, email and telephone number · Details of all persons who have parental responsibility and anyone else they wish to be contacted in an emergency. A minimum of three emergency contacts are collected for each child and details include name, relationship to the child and mobile number. Parents/carers are reminded termly to provide updates to any changes in the data we hold.

Data will be processed in accordance with UK GDPR and the Data Protection Act 2018.

On occasions when parents or the persons normally authorised to collect the child cannot collect the child, they should provide us with details of the name of the person who will be collecting their child.

Parents are informed that if they cannot collect their child as planned, they must inform us so that we can begin to take back-up measures.

### Child protection procedures

We inform parents that we apply our child protection procedures as set out below if their child are not collected from setting by an authorised adult within 60 minutes after the setting has closed and staff can no longer supervise the child on our premises.

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

- Parents/carers are contacted at home or at work immediately following a late collection.

- If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting 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 Child collection sheet.
- If no-one collects the child after the agreed timeframe and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- During office hours we contact Hertfordshire Children's Services on 01438 737511.
- After office hours we contact the Hertfordshire out of hours duty officer on 01438 737511.
- The child stays at setting in the care of two members of staff, one of whom should be DSL-trained where possible, until the child is safely collected either by the parents or by a social care worker.
- The Designated Safeguarding Lead (DSL) is informed of the incident. If Children's Services become involved, the Headteacher and the Chair of Trustees will also be informed.
- Children's Services will aim to find the parent or relative but if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do 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 on our Safeguarding Incident reporting form
- After any incident, the DSL will debrief with staff and review procedures to identify any learning points.

Where there are recurring incidents of a late collection, a meeting is arranged with the DSL and the parents/carers to agree a plan to identify any further support that may be required.

**This policy was adopted by Acorn Playgroup and Pre-school on 01 September 2025**