



Uncollected Children

Created: January 2026

To be reviewed: January 2027

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting follows agreed procedures to ensure the child is cared for safely by experienced and qualified staff who are known to the child. We aim to provide a high standard of care and minimise any distress to the child.

Procedures

Parent/Carer Information

When children start at the setting, parents/carers are asked to provide the following, which is recorded in our administration records:

- Home address and telephone number. If no personal telephone is available, an alternative contact (e.g., neighbour or relative) must be provided.
- Place of work, address, and telephone number (if applicable).
- Mobile number.
- Names, addresses, and telephone numbers of adults authorised to collect the child (e.g., childminder, grandparent).
- Information about any person with legal parental responsibility.
- Details of anyone who does **not** have legal access to the child.
- A collection password.

Communication Requirements

- If parents/carers will not be at home or their usual place of work, they must inform the setting of how they can be contacted.

- If the person normally authorised to collect the child cannot do so, written details of the replacement collector must be provided, including the collection password to verify identity.
- Parents/carers must notify the setting if collection arrangements change so that backup procedures can be implemented.

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- If a child has not been collected ten minutes after the session ends and no contact has been made to advise of a delay, the manager or person in charge will begin contacting all authorised adults or emergency contacts until someone can collect the child.
- If no contact can be made within one hour, the Children's Social Care team and emergency services will be contacted. The child will remain in the care of two fully-vetted staff members until collected by a parent/carer or social care worker.

Barking & Dagenham Contact Details

- Children's Social Care (office hours): 020 8227 3811
- Emergency / Out-of-Hours Duty Team: 020 8594 8356
- Staff must inform the Executive Leader or manager of the incident.

Guidance for Staff

- At no time should staff attempt to take the child home or search for parents.

- If the child cannot be returned to their family, social care will assume responsibility.
- A written record of the incident must be recorded in the child's chronological safeguarding report.
- Depending on circumstances, the setting reserves the right to charge parents for additional staff time.
- Ofsted may be informed: 0300 123 1231

Group/Session Events

- Parents/carers attending groups, sessions, or events within the setting are responsible for supervising their own children at all times.