

Policy Ref:
Student #015



Uncollected Child Policy

Statutory?	No
Date Approved	July 2026
Approved By	Headteacher
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Summary

All parents/Carers are made aware of this procedure - particularly of the time limits – as part of their introduction to the setting.

Note: While this policy forms the basis of the school/nursery's practice, situations will be responded to in light of known family circumstances.

Procedure

If a parent/carers does not arrive to collect a child as expected, after ten minutes staff:

- Contact Parent/Carer expected to collect child – on all numbers.
- Contact other parent or named person with responsibility (partner, grandparent etc.)
- Phone all Emergency Contact Numbers.

If no contact is established then staff:

- Continue to make telephone calls at regular intervals

If no contact has been made after 1 hour of the child's expected collection time (during the day for the school), or 30 minutes (after 6pm for the nursery), the Headteacher/Nursery Manager will then contact the Police and Somerset direct.

Police – 101 (if not an emergency) 999

Children's Social Care – 0300 123 2224

Emergency Duty Team (After Hours) – 0300 123 23 27

Parents/carers are encouraged to inform us of any changes to contact details, parents are also asked at review meetings and at least once annually to check the child's Data Collection forms for any changes to be amended.

Parents/Carers are advised that:

1. They should contact the School/Nursery at the earliest opportunity if collection of a child is unavoidably later than the agreed time.

Please Note:

At The Paddocks Nursery & Pre-School, an additional charge will be made of £5 per ¼ of an hour that the child remains uncollected, through the hours of 8am-6pm. After 6pm a charge of £15 per every ¼ hour the child is in our care.

2. **It is vital that all contact numbers, including emergency contacts, are kept up-to-date.**