



St Bede's Childcare Ltd

Uncollected Child Policy

Safeguarding and Welfare Requirement:

Providers must take all necessary steps to safeguard and promote the welfare of children. (EYFS 2024, 3.4–3.7)

Policy Statement

St Bede's Childcare is committed to ensuring that all children are kept safe at all times. If a child is not collected as expected, we will follow clear procedures to ensure the child's safety, wellbeing, and appropriate supervision.

An uncollected child is treated as a **potential safeguarding concern**.

This policy should be read alongside our **Safeguarding and Child Protection Policy**, **Attendance Policy**, and **Missing Child Policy**.

Aims

We aim to:

- Ensure children are cared for safely if not collected
- Maintain clear communication with parents/carers
- Follow safeguarding procedures where necessary
- Provide reassurance and support to the child

Procedure: If a Child Is Not Collected

After 15 Minutes

- The child will remain with **at least two members of staff**
- The **Person in Charge** will attempt to contact:
 - Parent/carer
 - All authorised emergency contacts

After 30 Minutes

- Continued attempts will be made to contact all available contacts
- The **Designated Safeguarding Lead (DSL)** will be informed
- The situation will be assessed as a safeguarding concern

After 1 Hour (or sooner if concerns arise)

- If no contact has been made, the DSL will:



- Contact the **Local Authority (MASH / Duty Social Worker)**
 - Seek advice and follow instructions
- If necessary, the **police may be contacted**

Care of the Child

While waiting for collection:

- The child will be:
 - Comforted and reassured
 - Supervised at all times
 - Offered food, drink, and rest where appropriate
- Staffing ratios will be maintained
- Additional staff will be arranged if required

Collection

- The child will only be released to:
 - A parent/carer, or
 - An authorised person named on the child's records
- The person collecting the child will be required to:
 - Provide identification if necessary
 - Sign to confirm collection

Recording

- A full record of the incident will be kept, including:
 - Times of attempted contact
 - Actions taken
 - Outcome
- Records will be signed and stored securely

Safeguarding

- An uncollected child may indicate a safeguarding concern
- All incidents will be reported to the **DSL**
- The setting will act in the **best interests of the child at all times**



Notifying Authorities

- Ofsted and other relevant agencies will be informed of any significant incident **as soon as reasonably practicable**
- The setting will follow advice from the Local Authority

Working with Parents/Carers

We will:

- Encourage parents/carers to:
 - Inform the setting if they are running late
 - Keep contact details up to date
- Remind families regularly of the importance of timely collection

Late Collection Charges

- Late collection fees may apply
- Parents/carers will be informed of charges during the admissions process

Monitoring and Review

- Incidents will be reviewed to improve practice
- This policy will be reviewed annually or following any incident