



1.4 Uncollected Child

1) Purpose

If a child is not collected by an authorised adult at the expected time, we follow a clear procedure to keep the child safe, calm and well cared for.

2) Main rule / nursery commitment

- Parents provide home, work and mobile numbers, authorised collectors, who has parental responsibility, and details of anyone without legal access.
- Parents must notify the nursery if they are delayed or if another authorised person is collecting. Identity is confirmed by agreed photo or password.
- Nursery phone number: 020 8241 9661.

3) Procedures / what staff must do

- Check the child's file immediately for any change to collection arrangements.
- Contact parents and carers using all numbers held.
- If unsuccessful, contact authorised collectors.
- Make all reasonable attempts and keep a clear record of actions taken.
- If no one collects the child within 30 minutes and no authorised collector can be contacted, follow the uncollected child escalation process.
- If the child may have been abandoned, contact children's social care; if unavailable, contact the police. Contact again after a further 15 minutes if needed.
- The child remains on the premises with two fully vetted staff, one of whom must be the manager or deputy manager, until safely collected by a parent, social worker or person authorised by social care.
- Do not leave the premises with the child and do not go looking for the parent.
- Keep the child calm and do not discuss concerns in front of them.
- Complete a full written report and place it in the child's file. Late collection charges may apply.
- Ofsted may be informed where appropriate: 0300 123 1231.

4) Policy details

- Provider: Aspire Day Nursery Ltd
- Adopted: May 2015
- Date last reviewed March 2026
- Signed by: C Moxon
- Name of signatory: Christine Moxon
- Role: Manager