



Uncollected Child Policy

December 2025

Review: December 2026 (or when required)

Statement:

In the event that a child is not collected by an authorised adult at the end of their session at Kidzproof Ltd, the following procedure is put into practice.

Aim:

- To reassure parents/carers that their children will be properly cared for in the event of any delay in collecting their children. To ensure all staff at Kidzproof Ltd have agreed to this policy and its procedure and have full understanding thereof.

Procedure:

- Parents/carers are asked to provide the following information when they register their child at Kidzproof Ltd:-
 - o Home address, home telephone number, mobile number, email address;
 - o Work telephone number and work address;
 - o Emergency contacts;
 - o Names, telephone numbers and addresses of adults who are authorised by the parent / carer to collect their child; for the safety of the children Kidzproof Ltd will ask for a photo of all authorised guardians.
 - o A collection password;
 - o A note of who has parental responsibility for the child;
 - o Information about any persons who do not have legal access to the child.
- On occasion when parents/carers or authorised persons are unable to collect the child, the parent/carer must provide Kidzproof Ltd with details of the new person collecting the child. A photo should be provided and the new person will need to know the collection password;

- Parents/carers are informed that if they are not able to collect the child as planned, they must inform Kidzproof Ltd as soon as possible so that we can begin to take back-up measures. The parents/carers are provided with Kidzproof Ltd contact telephone number;
- If a child is not collected at the end of the session/day, we put the following procedures in place:-
 - o The child's file is checked for any information about changes to the normal collection routines;
 - o If no information is available, parents/carers are contacted at home or at work;
 - o If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted;
 - o All reasonable attempts are made to contact the parents/carers or nominated carers;
 - o The child does not leave the premises with anyone other than those named on the Registration Form or in their file;
 - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the following procedures for uncollected children;
 - o We contact our local authority Children's Social Services Care Team;
 - o The child stays at Kidzproof Ltd in the care of two workers until the child is safely collected either by the parents/carers or by a Social Care worker;
 - o Social Care will aim to find the parent/carer or a relative of the child. If they are unable to locate the parent/carer or relative, the child will become looked after by the Local Authority;
 - o Under no circumstances do staff go to look for the parent, nor do they take the child home with them;
 - o A full written report of the incident is recorded in the child's file;
 - o Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff;
 - o Ofsted may be informed of the incident.