



Child not collected at the end of session

We take every precaution to ensure the safety of our child and at the time of Registration we ask for parents or Carers full details and the details of adults that can be contacted in the case of emergencies

If a child is not collected within a reasonable amount of time, within 10 minutes, and no contact has been made to us by the parent, the following will happen –

- Attempt to contact parents/carers by phone (carried out by Supervisor or Deputy)
- If unable to make contact, try alternative numbers on Registration form or the Emergency Contact list (carried out by the Manager or Supervisor)
- If unable to contact any persons listed –
- Supervisor or Deputy and one other member of staff to remain with child for a reasonable period – up to one hour
- Make further attempts to contact parents/carers
- If no contact can be made, phone the Local Authority Social Services Department instructions **03001231630**
- Two members of staff (1 senior) will remain with the child until they have been collected either by the parent or Social Services

A charge of £4.00 may be made for the first 15 mins of a child that is uncollected then a further £5.00 for every 15 minutes of lateness. This is to cover the cost of the staff that have to stay with the child and the rent cost incurred.

A full written report will be made, and OFSTED Will be informed of the involvement of Social Services or the Police

Reviewed & re-agreed at AGM held 10th October 2025 Chair Alex Constantine