



# Uncollected Child Policy

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This policy is for protection of children who have been left at the Preschool over the agreed collection time or once the Preschool has closed. The Preschool has a duty of care to the children and parents to ensure that collection of children is made at the agreed time or within normal opening hours. Late collection causes potentially unnecessary distress to a child and additional overhead costs for the Preschool.

## **Staffing requirements**

Children remaining in our care after the agreed collection time may result in staff having to stay past their scheduled finish time to ensure that the preschool does not exceed ratios or if after normal opening hours the Preschool must have a minimum of two members of staff remain with the child, at least one of whom must hold a relevant Level 3 qualification.

## **Collection by authorised adults**

We appreciate that sometimes there may be circumstances beyond a parent/carer's control affecting the prompt collection of your child. If you know you are going to be late or unable to collect, please call/message at the earliest opportunity and inform the preschool of alternative arrangements for the collection or the time of arrival.

Children will only be released to authorised adults recorded on the child's registration form, unless alternative arrangements can be made. The preschool will need to be informed of who is collecting on your behalf and, upon arrival, provide the collection password recorded on the child's Learning Journal account before the child is released into their care.

## **Procedures**

If a child remains in our care past their collection time, staff will first try to make contact through the Preschool WhatsApp. If the child remains uncollected after 10 minutes, Staff will telephone the nominated collection contact recorded on the daily register and then any emergency contacts on registration forms.

If Staff are unable to reach parents/carers and emergency contacts, they will remain in the Preschool building with the child and continue periodically to contact until a 45-minute period has lapsed, at this point staff will proceed to escalation procedures.

Staff are not permitted to leave the Premises with the child, even at the request of parents.

All attempts to contact parents/carers and emergency contacts, together with the times and outcome will be recorded by the preschool.

## **Escalation**

Children's Social Care (MASH/Front Door Service) will be notified in the event of collections after 45 minutes, or sooner if staff have concerns for the child's welfare.

Where no notification or explanation was given or a child is persistently collected late, staff will report this to Management who will request a meeting with the family to try resolve the issue, if concerns for welfare of the child is raised Children's Social Care will be informed.

## **Late Collection Fees**

Late collection fees are enforced by the preschool; this allows the Preschool to recover some of the cost accrued.

The fee will still be chargeable regardless of reason, unless agreed otherwise with the preschool manager, for example in exceptional circumstances.

Late fees will be added to your child's account and collected with the next due invoice.

Late Collection	Charge
First 5 minutes	Grace period
5 – 15 minutes	£10
15 – 30 minutes	Additional £10
30 – 45 minutes	Additional £10
Over 45 minutes	Safeguarding procedure initiated

Please note – persistent late collection may result in the grace period being revoked.

*This policy was agreed by Lympstone Preschool Committee, and will be reviewed annually, or sooner if legislation, guidance or operational requirements change.*

Reviewed: 03/06/2026