Uncollected Child Policy

Implementation of this policy in Tick Tock

The Registered Person: **Mr Peter Gosling**
Head of Early Years: **Mrs Nicola Marshall**

First Point of Contact Team (FPOC) 03456789021

Ofsted	0300 123 4666
NSPCC 24-hour helpline	0808 8005000
West Mercia Police	08457 444888

Principles and Objectives

All children should be collected by their parent or an identified carer at the appropriate time. We appreciate that there are times when parents are unavoidably delayed and we will do our best to accommodate these occasions, but in the event of child being uncollected at the agreed finish time, we will put our Uncollected child procedure into place. The setting will ensure that the child is kept safe and occupied.

Methods

The Head of Early Years ensures that the registration forms are complete and up to date with information including:

- home address and telephone number (or the telephone number of a neighbour)
- place of work, address, and telephone number
- mobile telephone number (if applicable)
- emergency contact numbers and names
- information about all persons who are authorised to collect the child
- information about any person who does not have legal access to the child

If a parent is not going to be in his/her useful place of work, it is important to gain the relevant information the staff will need should they need contacting on that day.
Ensure that parents are aware that if they are going to be late, a contingency plan is put into operation so that the child can be collected on time. Staff must also be privy to this information as they will not allow a child to leave the premises with an adult who is not known to them, or whom they have not been informed of.

Failure to make contact

If all options are explored and there has been a failure to make contact with any authorised adult to collect the child, after one hour the following must occur:

- Tick Tock will contact our First Point of Contact Team (FPOC) 03456789021. In addition, the West Mercia Police number is 08457 444888 or telephone 999.
- The child will stay at Tick Tock in the care of two fully DBS checked members of staff until the child is collected either by the parents or a social worker.
- Social Services will endeavour to find or make contact with the parents or relatives, but if this is not possible, the child will be admitted into the care of the local authority

- staff must not go and look for the parent, nor take the child home with them
- a record of the incident must be recorded on the child's file the following 24 hours and signed by both staff present at the time of the non-collection
- Ofsted will be informed on 0300 123 4666 / https://www.gov.uk/guidance/report-a-serious-childcare-incident

The Statutory Framework for the Early Years Foundation Stage September 2025.