

## UNCOLLECTED CHILD POLICY

### INTRODUCTION

At Ash & Claire Childminding, we take the safety and emotional well-being of every child seriously. This policy sets out the steps we will take if a child is not collected at their agreed time.

### COLLECTION ARRANGEMENTS

Parents/carers must inform us of their child's usual collection time and notify us of any changes as early as possible. If someone different is collecting their child, we must be informed in advance and the individual must know the agreed password.

When registering with us, parents/carers are required to provide at least two emergency contacts. These will be used in the event we cannot reach the main parent/carer.

### LATE COLLECTION PROCEDURE

If a child is not collected on time, we will:

#### 1. Try to Contact Parents/Carers

- We will call the parent/carer using the contact details on BabyDays. If there's no

response, we'll try again after a few minutes.

- If unsuccessful, we will call any emergency contacts provided at registration.

#### 2. Reassure and Supervise the Child

- We will keep the child safe, occupied, and reassured in our setting.
- The child will not be left alone or with anyone who isn't an approved adult.

#### 3. Document the Situation

- We will record the time the child was due to be collected, the time the child was actually collected, and any attempts made to contact adults.
- This will be noted on BabyDays for our records.

#### 4. If No Contact Is Made

- If after **30 minutes** we are still unable to reach a parent/carer or emergency contact, we will call **Children's Services** (Hampshire: 0300 555 1384) and ask for advice.
- If advised, we may also inform the **police**.

- We will continue to care for the child until advised otherwise.

## LATE COLLECTION FEES

If you are running late, please let us know as early as possible, we will continue to charge your normal amount for half an hour, depending on circumstances (extreme circumstances out of your control we'll continue longer).

Late collection fee of £2.50 every 10 minutes is charged if we do not hear from you before your child's collection time.

These fees are designed to reflect the additional time and staffing required to care for a child outside of contracted hours. Parents will be notified in writing of any charges incurred.

Frequent late collections may result in additional fees, which are outlined in our contract.

Consistent lateness may lead to a review of the care agreement and, in extreme cases, could result in the termination of the childcare contract.

## SAFEGUARDING STATEMENT

In accordance with our Safeguarding and Child Protection Policy and the EYFS 2025 requirements, we have a duty to report concerns about child safety. Being persistently late could raise safeguarding concerns.

## DATA PROTECTION

All personal data and incident records are stored securely in accordance with the UK GDPR and Data Protection Act 2018.

LAST UPDATED: MAY 2026  
NEXT REVIEW: MAY 2027