Diocese of Hereford
Multi-Academy Trust

Burley Gate CE Primary School

'Love your neighbour as yourself'

EYFS Uncollected Child Policy

Date: September 2026
School lead: Mrs M Lewis
Governor lead: Mr J Hughes
Review date: September 2027

In the event that a child is not collected from by an authorised adult by their expected collection time we will put into practice agreed procedures. The child will receive a high standard of care to cause as little distress as possible.
We will inform parents/carers of our procedures so that if they are unavoidably delayed they will be reassured that their children will be cared for properly.

Procedures
Parents are asked to provide the following specific information when their child starts attending our nursery which is recorded on our Admission Form:

- Home address and telephone number
- Place of work, address and telephone number (if applicable)
- Mobile telephone number
- Name and addresses, telephone numbers of adults who are authorised by the parents to collect their child from nursery
- Who has parental responsibility for the child
- Emergency contact details including name, address and phone number for a person who could be contacted in the event that we are unable to contact parents/carers
- A password to be used in the event that someone different than those named on the Admission Form needs to collect the child.

We are dependent on parents ensuring that they keep us up to date with any changes of telephone numbers to enable us to keep our records up to date.
On occasions when parents are aware that they will not be at home or their usual place of work, they inform us in writing of how they can be contacted.
On occasions when parents, or persons normally authorised to collect their child, are not able to collect the child they provide us with the written details of the name, address and telephone number of the person who will be collecting their child. We will agree with parents that we will also use the password system to verify the identity of the person who is to collect their child.
Parents are informed that if they are not able to collect their child as planned that they will inform us as soon as possible by contacting the school office.
If a child is not collected at their expected collection time, we will follow the procedure below:

- The register is checked for any information about changes to normal collection routines. If no information is recorded, parents/carers are contacted at home or at work.
- If this unsuccessful, the adults or Emergency contact who are authorised by the parents to collect their child are contacted.
- All reasonable attempts are made to contact parents or other named authorised adults.
- The child does not leave the premises with anyone other than those named on the Admission Form.

If no-one collects the child within 45 minutes of their anticipated collection time and there is no named authorised person who can be contacted to collect the child, we apply the procedures for uncollected children.

- Contact West Mercia Police via 101 as they may have information regarding the parents/carers
- Contact MASH – 01432 260800 – last call as police is the priority at this stage
- The child stays at school in the care of two staff members, one of whom will be a Senior Leader/Nursery Manager until the child is safely collected either by the parents or by a social care worker, or another person specified by social care.
- Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- We will ensure that the child is not anxious and we do not discuss our concerns in front of them.
- Once the situation has been resolved, the reason the circumstances arose will be established will be recorded and steps to avoid recurrence will be taken by the school and parents/carers
- Depending on the circumstances, we reserve the right to charge parents for the additional hours the child remained at nursery.
- Ofsted may be informed.