



Lavenham Pre-School  
Lavenham Village Hall  
Church Street  
Lavenham  
Sudbury  
Suffolk CO10 9QT  
01787 249738

[lavenhampreschool@gmail.com](mailto:lavenhampreschool@gmail.com)  
[www.lavenhampreschool.co.uk](http://www.lavenhampreschool.co.uk)

## **Uncollected child**

### **Policy statement**

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Procedures**

- Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form:
  - Home address and mobile and home telephone number
  - Place of work, address and telephone number (if applicable).
  - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Who has parental responsibility for the child?
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. Our contact telephone number is 01787 248739.
- If a child is not collected at their expected collection time, we follow the procedures below:
  - The child's file is checked for any information about changes to the normal collection routines.

- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact the local authority children's social care team:

Customer First – **0345 6080033**

*(name and phone number)*

---

- Or the out of hours duty officer (where applicable):

Customer First – **0345 6080033**

*(name and phone number)*

---

- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker.
- 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.
- Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
- We ensure that the child is not anxious and we do not discuss our concerns in front of them.
- A full written report of the incident is recorded in the child's file.
- We reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed:

**0300 123 4666**

*(telephone number)*

---

- The local Pre-school Learning Alliance office/Development Worker may also be informed:

**01954 231751**

*(name and phone number)*

---

### **Other useful Pre-school Learning Alliance publications**

- Safeguarding Children (2013)

This policy was adopted by

Lavenham Preschool

*(name of provider)*

On

January 2025

*(date)*

Date to be reviewed

January 2026

*(date)*

Signed on behalf of the provider



Name of signatory

Roy Mawford

Role of signatory (e.g. chair, director or owner)

Chair of Trustees