

Uncollected Children Policy



Kids2Day Pre-School endeavours to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Pre-School to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Pre-School immediately. The manager will then try to contact the emergency contacts listed on the child's registration documentation (Blossom Education).
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call the Pre-School to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact Hampshire Children's Services for advice.
- A minimum of two members of staff (one member has to be senior role) must be present at all times if the child is the last one to leave.
- The child will remain in the care of the Pre-School's staff, on the Pre-School's premises until collected by the parent or carer, or until placed in the care of Children's Services and relevant procedures have taken place.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Pre-School.

Useful contacts: Hampshire Children's Services

Phone 0300 555 1384

Monday to Thursday 8.30am to 5pm

Friday 8.30am to 4.30pm

Email childrens.services@hants.gov.uk

Out of hours contact telephone number for Children's Services

Phone 0300 555 1373

Please note - in an emergency call 999

This policy was adopted by: Kids2Day Pre-School	Date: 16.02.2026
To be reviewed: Feb 2027	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Information for parents and carers [3.97]*.