



MELISSA'S CHILDCARE

UNCOLLECTED CHILD POLICY

Drop-Off Procedures

Please notify me in advance if you plan to arrive at a time different from your contracted hours. Arriving early without prior notice may mean I am not ready to safely receive and care for your child. If you arrive late, I may have other time-sensitive responsibilities—such as taking children to school or nursery—which could prevent me from waiting for you.

If you need to permanently change your contracted hours, please discuss this with me in advance so we can agree on a suitable arrangement.

Collection Procedures

In this policy, “parent” refers to the child’s legal guardian or any authorised individual responsible for collecting the child.

I understand that delays can occur due to unforeseen circumstances. If you are running late, please call me as soon as possible. This allows me to reassure your child and make any necessary adjustments, such as providing additional care, organising activities, or preparing a meal if appropriate.

If I am unable to provide additional care due to other commitments or capacity, I will contact one of the authorised adults on your emergency contact list to arrange for your child to be collected.

Authorised Collection

I will only release a child to a person who has been authorised to collect them. Please ensure you provide a list of named individuals who may collect your child. Ideally, these individuals should be introduced to me in person. If this is not possible, please provide a clear description or a recent photograph for identification purposes.

In emergencies, you may nominate a temporary collector who is not on the authorised list by providing a **pre-agreed password**. Please speak with me if you would like to implement this system for added security.

Failure to Collect

If your child is not collected within one hour of the agreed collection time and I have not heard from you, I will:

1. Attempt to contact you using the phone numbers you have provided.
2. If unsuccessful, I will then try to contact individuals listed as emergency contacts.



If I reach an emergency contact, I will discuss whether it is appropriate for them to collect and care for your child. If I am not satisfied that the individual is capable of doing so safely and responsibly, I will not release the child, even if they are listed on the Child's Record Form.

Involving Social Services

If I am unable to contact you or an appropriate emergency contact, and **three hours have passed** since the agreed collection time, I will contact **Social Services or the local Safeguarding Children Team** and seek guidance from the duty social worker.

Should the social worker advise that I continue to provide care, including overnight care, I will notify **Ofsted** as required by regulations.

Please note: It is rare for Social Services to collect a child immediately if they are confident that the child is in a safe and secure environment. However, I am required by law to inform the relevant authorities and follow safeguarding procedures to protect the child and myself.

Throughout this time, I will continue to care for your child in a calm, safe, and reassuring environment.

Late Collection Charges

Please be aware that I reserve the right to apply an **additional fee** for repeated or excessive late collection to reflect the extra time and care provided.

If you have any questions about this policy or wish to update your emergency contact list, please speak to me directly.

