Failure to Collect Policy

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It is your responsibility to collect your child on time. In any situation in which a child is not collected from my setting I will try to minimise distress to the child and allow him/her to remain in familiar surroundings for as long as possible.

If you do not arrive to collect your child within 1 hour of your scheduled collection time, I will make every attempt to contact you. However, if I have had no contact from you, I will then get in touch with your emergency contact.

If no one is available to collect your child I will contact the local authority children's services team and follow their advice.

I will not release a child from my setting into the care of an adult that I suspect is under the influence of drugs or alcohol. In this situation, I will follow my emergency contact procedures and if no one is available to collect the child I will contact the local authority MASH team (or equivalent) and follow their advice.

I will keep a record of incidents where parents do not collect a child from my setting or are late in doing so (without a valid reason), or where this is a repeat occurrence. Any safeguarding and welfare concerns arising out of such incidents will be dealt with in accordance with my safeguarding procedures.