Uncollected Children Policy

Enya's Childcare 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 10 minutes late

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

Over 10 minutes late

- If a parent or carer is more than 10 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 Enya's Childcare immediately. The manager will then try to contact the emergency contacts listed on the child's Famly profile.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call Enya's Childcare to notify us if they are delayed, and that late 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 the local Social Care team for advice.
- The child will remain in the care of two members of staff, on Enya's Childcare premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the settings premises, a note will be left on the door informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

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 Enya's Childcare.

This policy was adopted by: Enya's Childcare	Date:20.11.25
To be reviewed:20.11.26	Signed:T Darke
This policy was adopted by: Enya's Childcare	Date: 23.09.26
To be reviewed:23.09.27	Signed: L Redwood
This policy was adopted by: Enya's Childcare	Date:
To be reviewed:	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare Requirements: Information for parents and carers [3.73]* .