Uncollected Child Policy

Aim

In the event that a child is not collected by an authorised adult on time, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

In the event that a child is not collected by an authorised adult, Alamiyah will ensure that the child receives a high standard of care in order to cause as little distress to the child 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.

Approach

Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form and Permission Forms, including:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given
- Place of work telephone number (if applicable);
- Mobile telephone number (if applicable);
- Two Emergency Contacts if parents cannot be contacted
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting such as a child minder;
- A passport photo to verify identification of all those authorized to collect their child.
- A unique password which the parents provide and only authorised staff can access
- 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, parents should record how they can be contacted by informing the Administrator in writing on email to admin@alamiyahschool.org

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide the name, address and telephone number of the person who will be collecting their child to the Administrator. If during the session a parent realizes that

none of the authorized people can collect their child, parents must:

1. call or email the setting with details of the name and telephone number of the person who will be collecting their child
2. provide a photo of the person (failing this a full physical description) so that staff know who they are on arrival
3. Parents must then ask the person collecting their child to bring Photo ID to verify their identity and also supply them with the child's collection password (present on their record of authorization form)
4. Parents are informed that if they are not able to collect the child as planned, they must inform the setting via the official email address admin@alamiyahschool.org at the earliest opportunity prior to collection or by calling.

In the case of a child not having been collected on time without prior notice from the parent / carer, the following steps should be taken:

- Staff will check emails and messages for any information about changes to the normal collection routines. They will also check this with other admin and/or other senior staff.

- Staff will NOT release the child to an unauthorized person unless notified by the parent / carer that an emergency has prevented him / her from collecting the child. In this instance a full physical description/photo, name, mobile phone number will be required via email or phone and the collector must supply their ID and the child's password, before the child is released. Staff should check these details with the person collecting the child before permitting the child to leave – even if the child seems to recognize the person.

- If the child is not collected within 15 minutes after the setting closing time, by 1:15 for morning sessions and by 3:45pm for afternoon sessions, the staff will try to make contact with the parent / carer or another person on the emergency contact list.

- If unsuccessful the staff will continue to wait with the child whilst continually trying to establish contact with the parent / carer.

- If you are unable to contact a parent / carer or emergency contact, a first notification by telephone call to the Multi-Agency Safeguarding Hub (MASH) should be made at **1:30pm** for

morning sessions **4:00pm**. A senior social worker will provide consultation in the form of advice and support to progress the situation.

- If the decision is taken that the matter requires a child protection response, the setting will be asked to complete a Multi-Agency Referral Form (MARF). The MASH will accept a fully completed CAF in the first instance detailing any previous concerns. A MARF must then follow the CAF within 24 hours.

- If the matter remains unresolved by **4:30pm** a second notification by telephone to the MASH should be made to agree on the next steps. First notifications to children's social care post **4:45pm** will need to be referred to the out of hours service on 020 8594 8356 with a view to establishing a plan of action. Their advice should be followed. Guidance notes are provided below.

- A record should be kept of all children who are not collected on time in the 'Uncollected Child Record'.

Once referred to the MASH Team

At the point of notification, the MASH social worker or emergency duty social worker should be provided with the information held by the setting regarding any current or previous child protection concerns and any previous incidents of not being collected from the setting. Consideration should also be made as to whether the child has any medical or additional needs which may better inform the advice and support from the social worker on how best to proceed.

The MASH social worker or emergency duty social worker may decide to carry out appropriate checks and make further attempts to contact the parent / carer. If there are concerns related to the welfare of the parent / carer, they will ask the local Police to visit the home address.

If an appropriate parent / carer or emergency contact is located, they will be asked to ensure that the child is collected from the setting if the social worker deems it appropriate. If there is a genuine reason for the parent / carer or emergency contact to be unable to do this, the social worker or emergency duty social worker will liaise with the setting to determine the best way to return the child to the care of the parent.

If attempts to contact a parent / carer / emergency contact remain unsuccessful, the social worker / EDT social worker will arrange for the child to be collected that evening from the setting and taken to a place of safety e.g. an emergency foster placement. It is generally accepted that there should be only two reasons why, in emergency circumstances, a child would be removed from the setting's premises, by someone who is not the parent /carer:

· The child needs to be taken to hospital for medical care

· The child needs to be placed in emergency foster care. In which case social care will follow their procedures for removing a child to a place of safety.

This guidance has been developed in response to unpredictable circumstances deemed urgent where a child protection issue has arisen at the close of the setting day and where parents have not been contactable leaving the child/ren vulnerable on the setting premises. There may also be times when setting staff, in agreement with parents, or through common sense, or through LOCO parentis, agree / decide to transport a child to their home, hospital or other establishments.

The doors will be open at the following times for children to be collected:

Morning Collection: 1:00pm to 1:05pm for pupils attending morning sessions

Afternoon Collection: 3:30pm to 3:35pm for full day or afternoon session attendance

In the event that a child is picked up after the end of the relevant collection window as listed above, the parent will be reminded of our policy and issued with a verbal warning. On the second occasion of late collection a second verbal warning will be issued. Thereafter any late collection will incur a fine of £1 per minute. the setting has the right to charge parents / carers who consistently pick up their child after the allocated time to cover any additional hours worked by staff.

Review

This policy will be reviewed annually or sooner or if there is any change in statutory guidance or legislation. See 'Policy Review Schedule'.

Adopted in a meeting at Alamiyah Montessori on 08/09/2025

Last Reviewed: 07/09/2026

Signed by Nasim Bobat (Manager) and S Motara (Nominated Person)

on behalf of Alamiyah Montessori

Legal Framework

With reference to -
Statutory Framework for the EYFS (Sept 2026)
Barking and Dagenham Safeguarding Children Board - Policy Documents