



**Oakbridge Little Learners LTD**  
66-68 Bridge Cross Road  
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[contact@oakbridgellittlelearners.co.uk](mailto:contact@oakbridgellittlelearners.co.uk)  
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## UNCOLLECTED CHILD POLICY

### Policy Statement

Oakbridge Little Learners Ltd is committed to safeguarding children at all times. We recognise that, on occasion, children may not be collected at the end of a nursery session. Clear procedures are in place to ensure children remain safe, reassured and appropriately supervised until they are collected.

This policy is implemented in line with the **Early Years Foundation Stage (EYFS)** and should be read alongside the **Safeguarding & Child Protection Policy, Missing Child Policy, Partnership with Parents Policy**, and the **Parent Handbook**.

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### Aims of the Policy

- To safeguard children who are not collected on time
  - To ensure children are supervised, reassured and cared for
  - To provide clear guidance for staff
  - To ensure appropriate escalation where necessary
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### Procedure for Uncollected Children

If a child is not collected at the end of their session, the following steps will be taken:

#### Initial Actions

- After **5 minutes**, staff will attempt to contact the person expected to collect the child
- Emergency contact numbers held in the child's records will be used



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## Emergency Contacts

- If the main carer cannot be reached, all alternative emergency contacts listed for the child will be contacted
- Please ensure all contacts are up to date on Nursery in a Box

## Escalation

- If by **6:00pm (nursery closing time)** no contact has been made, staff will wait a further **15 minutes** while continuing attempts to contact emergency contacts
- If the child remains uncollected after this time, **First Response / Front Door** will be contacted for advice:

### First Response / Front Door:

☎ 0800 131 3126

(Monday–Thursday 8:30am–5:00pm, Friday 8:30am–4:30pm)

### Out of hours emergency:

☎ 0845 604 2886

The nursery will follow the advice given by First Response until the child is collected by a parent, carer, or designated adult.

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## Safeguarding Considerations

- The child will remain supervised at all times
- Staff will provide reassurance and comfort
- A written record of all actions and contacts will be completed
- Persistent or repeated late collection may be treated as a safeguarding concern and managed in line with the **Safeguarding & Child Protection Policy**



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## **Persistent Lateness**

Oakbridge Little Learners Ltd takes persistent lateness in collecting a child seriously. While we recognise that occasional delays may be unavoidable, repeated late collection may be considered a safeguarding concern and, in extreme circumstances, could be viewed as neglect.

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## **Monitoring and Review**

- Records of uncollected children are monitored by the Nursery Manager
  - Patterns or concerns are reviewed and followed up appropriately
  - This policy is reviewed regularly to ensure effectiveness
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## **Policy Review**

**Created:** August 2015

**Reviewed:** January 2026