

# Uncollected Children Policy



Children's Respite Trust endeavours to ensure that all children/young people 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 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the Centre to notify us if they are delayed.

## Over 15 minutes late

- If a parent or carer is more than 15 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 the Centre immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, staff will continue to supervise the child.
- When the parent or carer arrives, they will be reminded that they must call the Centre to notify us if they are delayed, and that the child's place at the centre will be reconsidered if they fail to collect the child at the appropriate time

## 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 (SPoA).
- The child will remain in the care of the Children's Respite Trust staff, on the Centre's 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 Centre's premises, a note will be left on the door of the Centre informing the child's parent or carer where the child has been taken (e.g. 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.

## Absences

- If a child is going to be absent from a session, parents must notify the Centre in advance. If a child is absent without explanation, staff will contact the parents or carers to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents, the **Head of care** or **U5's Manager** will contact the police.
- The Centre will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

## Contact numbers:

### Referrals into Early Help and Social Care

#### Single Point of Advice (SPOA)

Monday to Thursday: 8.30am to 5pm  
Friday: 8.30am to 4.30pm - 01323 464222

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[0-19.SPoA@eastsussex.gov.uk](mailto:0-19.SPoA@eastsussex.gov.uk)

Emergency Duty Service – after hours, weekends and public holidays  
01273 335906 or 01273 335905

## Local Authority Designated Officer (LADO and Assistant LADO)

Consultation via the online portal:

<https://www.eastsussex.gov.uk/childrenandfamilies/professional-sources/lado/referrals/form-lado-referral/>

## Contact Ofsted

To report a serious childcare incident:

<https://www.gov.uk/guidance/report-a-serious-childcare-incident>

This policy was adopted by: Michelle Hulse	Date: 13/01/2026
To be reviewed: January 2027	Signed: 