



Late Collection & Uncollected Child Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche has a duty of care for all children in our setting. This policy outlines the procedures we follow when a child is collected late or is not collected at the expected time, to ensure the safety and well-being of every child.

This policy complies with the Children Act 1989 & 2004; National Minimum Standards for Regulated Childcare (Wales) 2016; Wales Safeguarding Procedures 2019; and CIW guidance.

2. Expected Collection

- Parents/carers are required to collect their child by the end of their booked session
- If someone other than the named contacts is collecting a child, parents must inform us in advance with a password system
- We maintain an up-to-date list of authorised collection persons for each child
- We will not release a child to any unauthorised person

3. Late Collection Procedure

Step 1: Up to 15 minutes late

- After 10 minutes, the key person or staff member will attempt to contact the parent/carer by telephone
- If the parent/carer cannot be reached, emergency contacts listed on the registration form will be called
- The child will be cared for in a safe and nurturing environment
- A late collection record is completed

Step 2: 15–30 minutes late

- Continued attempts are made to contact the parent/carer and emergency contacts
- The Nursery Manager is informed if not already aware
- The child is reassured and comforted

Step 3: Over 30 minutes late (Uncollected Child)

- If no contact has been established with the parent/carer or any emergency contact after 30 minutes, this is treated as an uncollected child
- The Nursery Manager will contact the local authority children's social care team for advice on 01446 725202 (or out-of-hours on 029 2078 8570)
- CIW will be notified if appropriate
- Two members of staff will remain with the child at all times until collected or social care intervenes
- Under no circumstances will a child be taken to a staff member's home
- A full incident report is completed

4. Late Collection Charges

We understand emergencies happen; however, persistent late collection disrupts staff and ratios. A late fee may be applied for collections more than 15 minutes after the booked session ends. Fees are outlined in the Parental Leave & Fees Policy and Parent Handbook.

5. Repeated Late Collection

If late collection becomes a pattern, the Nursery Manager will meet with the parent/carer to discuss the situation and agree a plan to ensure timely collection going forward. Support or signposting may be offered.

6. Record Keeping

All late collections are recorded, including date, time of expected collection, time of actual collection, reason given, and any actions taken. Records are reviewed for patterns.

Bijou Day Nursery & Crèche

Responsible Individual: Samantha Rennison

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