

Uncollected Child

ABN-W12 | Issued August 2026 | Review August 2027

A child will always remain safely cared for if a parent or authorised collector is late.

What parents must do

- Collect by the agreed time and tell us immediately if delayed.
- Keep parent, emergency-contact and authorised-collector details current.
- Provide a password where an unfamiliar authorised adult will collect.

If nobody arrives

- We telephone parents and then emergency contacts.
- The child stays with at least two suitable staff where possible and is reassured without being made to feel at fault.
- We do not release the child to an unauthorised or unsafe adult.
- If contact cannot be made and concern increases, we contact Wiltshire children's social care and, where necessary, the police. Staff do not take the child home.

Late collection charge

A charge of £10 for each started 30-minute period may apply to cover additional staffing and operational costs. Persistent late collection will lead to a meeting and may be treated as a safeguarding concern.

Records

All attempts to contact adults, advice received, collection details and charges are recorded.

Questions or concerns

Questions? Contact Caroline Daniel, Owner/Manager, on 07720 313418 or admin@appleblossomnursery.co.uk.