Outings & emergencies

Late or non-collection of children

Continuing care and making safe contact when collection does not happen as agreed.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Agree collection

Before attendance, confirm the collection time, authorised collectors, contact details and the process for changes. Release a child only through the agreed identity and permission checks.

The planned 8:30am-8:30pm opening window is not an agreement for a child to attend for the full day. Each child's booked session and collection arrangements must be clear.

If a child is not collected

Begin attempts to contact the parent or carer promptly after the agreed time, then the authorised emergency contacts. Continue suitable supervision, reassurance and necessary care.

Tell the manager and follow the approved non-collection escalation plan. Contact local children's social care or police when the circumstances require it; seek urgent help immediately if the child may be at risk.

Never leave a child alone, hand them to an unauthorised person or use an unapproved private transport or care arrangement. Maintain safe staffing while awaiting an agreed handover.

Record and review

Record the collection time, calls, decisions, advice and handover. Repeated late collection should be discussed sensitively with the family and considered in safeguarding context where necessary.

Centre review before adoption

Confirm the manager's escalation plan, emergency contacts, safe cover and late-collection terms.