



Springboard Opportunity Group

Parent Failing to Collect a Child Policy

1. A member of staff to stay with child and at least one other to remain in the building until the situation is resolved.
2. The child to be kept occupied and reassured at all times
3. Playroom staff to check with office in case any message has been received from parents/carers to explain delay.
4. Parent/carer to be contacted by home telephone or mobile.
5. If the above fail to produce any response the emergency number on Registration Form to be contacted.
6. If after one hour the parent/carer or emergency contact is unavailable, the duty social worker at North Somerset Children & Young People's Services should be contacted and advice sought. 01275 888 808
7. If this stage is reached, the following form should be completed.

This policy was adopted at a meeting of Springboard Opportunity Group's Board of Trustees	
Held on:	24.11.23
Date to be reviewed:	Autumn 2026
Signed on behalf of the Board of Trustees:	
Name of signatory:	Jenie Eastman
Role of signatory:	Chair of Trustees

Report to be completed when a parent/guardian fails to collect a child

To be completed by the Manager or Leader of the setting

Name of childcare setting: Springboard Opportunity Group	
Address: (Delete as appropriate)	
2a Princes Road, Clevedon, BS21 7SZ Ashcombe Childrens Centre, Stepping Stone Walk, WsM, BS23 3JW c/o For All Healthy Living Centre, Lonsdale Avenue, WsM, BS23 3SJ c/o Mead Vale Primary School, Kestrel Drive, Weston BS22 8RQ	
Telephone number:	
Name of child:	
Date of incident:	
Male <input type="checkbox"/>	Female <input type="checkbox"/>
Date of birth:	
Address:	
Telephone number:	
Name of parent/guardian:	
Name of person who should have collected child:	
Time child should have been collected:	
This person is the parent/ guardian/ emergency contact:	
Uncollected Child Procedure followed: detail attempts at contacting parent/ guardian/ emergency contact:	
Name of social worker informed for child not collected:	

Time informed:
Information/ advice received from social worker:
Follow up action:
What happened next:
Signed by Manager/ Leader
Date:

Follow up actions carried out:
Children/staff/parents/guardian supported:
Signed by Manager/ Leader
Signed by Parent/Guardian:
Date:

