



UNCOLLECTED CHILDREN POLICY

Pins & Needles ensures that at the end of each session all children are either collected by a parent or carer or securely handed over to another childcare provider (eg wraparound service). 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 **Pins & Needles** to notify us if they are delayed.

MORE THAN 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 the club register.
- If there is no response from the parent or carer, messages will be left requesting that they contact **Pins & Needles** immediately. The manager will then try to contact the emergency contacts listed on the club register.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call **Pins & Needles** to notify us if they are delayed.

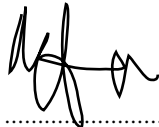
OVER 30 MINUTES LATE

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the setting's staff (eg school reception).
- The child will remain in the care of **Pins & Needles** staff, on the setting's premises if possible, until collected by the parent or carer, or until placed in the care of a member of the setting's staff.

MANAGING PERSISTENT LATENESS

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at **Pins & Needles**.

This policy was adopted by: Pins & Needles Club Ltd.

Date: 01/08/2026 Signed (by Manager/Director):  To be reviewed: 31/07/2027

MICHELE HALL

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Information for parents and carers [3.74]*