



## **Non-Collection of Children Policy**

### **Statement of intent**

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Procedures**

- Parents of children starting at the setting are asked to complete a registration form, where possible, providing at least two emergency contacts for the child.
- On occasions when the parents or the persons normally authorised to collect the child are not able to collect the child, they should provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child (for example, a password system).
- If parents are unable to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- If children are not collected from the setting by an authorised adult within 30 minutes after the end of the child's session, we will apply our Child Protection Procedures as set out in our Safeguarding Children and Child Protection Policy.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - The child's file is checked for any information about changes to the normal collection routines.
  - If no information is available, we will attempt to contact parents/carers using all emergency contact numbers provided.
  - If this is unsuccessful, we will attempt to contact those adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Registration Form.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
  - If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we will call the police
  - The child stays at the setting in the care of two fully vetted workers until the child is safely collected either by the parents, police or a social care worker.
  - CSF will attempt to find the parent or relative. If they are unable to do so, the child will be looked after by the local authority.
  - Under no circumstances should staff go to look for the parent or take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff

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- Depending on circumstances, it may be appropriate to inform Ofsted 0300 123 1231

This policy was agreed by the staff of Playhouse Pre-School Broadwater.

Adopted on 24<sup>th</sup> April 2015 and will be reviewed annually.

Reviewed on 10<sup>th</sup> November 2025 by Z. Munford