



The non-collection of children policy

This policy was approved for publication on: **October 2023**

This policy will be next reviewed on: **October 2025**

The non-collection of children policy

Safeguarding

In the event that a child is not collected by an authorised adult at the end of the session, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified member of staff who is known to the child and 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

1. Parents are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given
 - place of work, address and telephone number (if applicable)
 - mobile telephone number (if applicable)
 - names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from us, for example a childminder or grandparent.
 - information about any person who **does not** have legal access to the child
 - Who has parental responsibility for the child.
2. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child via email or telephone. Early Years have specific forms for parents to fill out if known in advance. When not known in advance, the details will be given verbally. We agree with parents how the identification of the person who is to collect their child will be verified. Within Early Years this will be by an agreed password. In the School, the parent must inform the School Office with the above details of the person authorised to collect. Within Early Years we will not allow any child to be collected by persons known, or unknown to us, for whom we have not been given written or verbal consent for them to collect.

3. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone numbers which are also messaged on the out-of-school hours answer phone.

4. If a child is not collected at the end of the session/day, we follow the following procedures:

Early Years children

- The child's file and Family information is checked for any changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home, or at work. If this is unsuccessful, the adult/s who are authorised by the parent to collect their child from the setting and whose telephone numbers are recorded on the Registration Form are contacted.
- 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 additional information stored in their file.
- If no authorised adult makes contact, or collects the child after one hour after closing at the end of the day and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children which is;
 - We contact our local authority children's social services care team:
 - The child stays at the setting in the care of two fully-vetted members of staff until the child is safely collected either by the parents, authorised adult, or by a social care worker.
 - Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
 - Under no circumstances do staff go to look for the parent, nor do they 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.
 - Ofsted may be informed: 03001231231