



POLLYANNA PRE-SCHOOL CIO

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, the setting puts into practice the agreed procedures. These ensure the child is cared for safely by an experienced practitioner who is known to the child.

Procedure

- Parents of children starting at the setting 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, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - Collection password for the child.
 - Information about any adult who does not have legal access to the child, who has parental responsibility for the child.
 - Two emergency contacts aside from the parent(s)/ Carer(s).
- On occasions when parents are aware that they will not be at home or in their usual place of work, the Manager should be informed of this prior to the session and alternative contact details provided.
- On occasions when parents or the adults normally authorised to collect the child unable to collect the child, they must provide us with written details of the name and description of the adult. To verify the identity of the adult who will be collecting their child, they will be asked to provide the password and identification.
- Parents are informed that if they are unable to collect the child as planned, they must inform the setting as soon as possible.
- Pollyanna Pre-School CIO reserve the right to charge parents for the additional hours worked by our staff for the cost of telephone calls, staff wages and an administration fee of £15 per 15 minutes or part thereof.
- Parents/Carers are also informed that in the event that their child(ren) are not collected from the setting by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our **Safeguarding Policy**.
- If a child is not collected at the end of the session/day, we follow the procedures detailed below:
 - The Manager will check if any information about changes to the normal collection routines have been recorded.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting 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 emergency contact list, unless permission has been given by the parent and appointed adult provides the password and identification on collection.
 - The child stays at the setting in the care of two members of staff until the child is safely collected either by the parents, authorised person or by a social care worker.
 - Under no circumstances do staff go to look for the parent, nor do they take the child home with them.



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- In the event a child is not collected after one hour (or if the child can no longer be cared for at the preschool by two staff members) and all contacts have been exhausted, the procedures below:
 - The Local Authority Social Care Department will be contacted on **01296 383962**.
 - Social care workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
 - A full written report of the incident is recorded in the child's file.
 - Ofsted may be informed (telephone number 0300 123 1231)

Review and Approval

This policy was reviewed and adopted on: 1st September 2025

Signed by Management Committee: _____

Print Name: Nikitta Wehrle

This policy is reviewed **annually** or sooner in response to changes in legislation, guidance, or setting practices.