

**Chudleigh Pre-School**  
**Registered Charity No: 1028874      PLA No: 22478**  
**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, Chudleigh Pre-School puts into practice agreed procedures. These ensure the child is cared for safely by two experienced and qualified practitioners who are known to the child.

**Aim**

In the event that a child is not collected by an authorised adult, 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.

**Methods**

1. Parents of children starting at Pre-School are asked to provide specific information, which is recorded on our registration form, including:
  - 1.1. 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;
  - 1.2. work telephone number (if applicable);
  - 1.3. mobile telephone number (if applicable);
  - 1.4. names, and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent; and
  - 1.5. if there are issues concerning access, information about any person who does not have legal access to the child and 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 must record the name of the person who will be collecting their child in our Child Collection file. We agree with parents how to verify the identity of the person who is to collect their child, including the use of passwords in sensitive cases.

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3. If, whilst the child is in our care, it becomes apparent that parents are not able to collect the child as planned, they must inform us by phone, and we will record this in our Child Collection file.
4. If a child is not collected at the end of the session/day, the following procedure must be followed:
  - 4.1. the Child Collection file must be checked for any information about changes to the normal collection routines;
  - 4.2. if no information is available, parents/carers are contacted by phone;
  - 4.3. if this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the registration form - are contacted;
  - 4.4. all reasonable attempts are made to contact the parents or nominated carers.
5. The child must not leave the premises with anyone other than those named on the registration form or in the Child Collection file.
6. If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, the following procedure must be applied:
  - 6.1. our local authority social services department (telephone number 0345 155 1078) are contacted; and
  - 6.2. the child must stay at Pre-School in the care of two fully-vetted members of staff until the child is safely collected either by the parents or by a social worker.
  - 6.3. the Chair would be informed of the situation.
7. Social Services will aim to find the parent or relative but if they are unable to do so, the child is admitted into the care of the local authority.
8. Under no circumstances must an employee go to look for the parent, nor take the child home with them.
9. A full written report of the incident must be recorded in the child's as a Safe Guarding concern.

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10. In exceptional circumstances, the police will be called to collect the child from the Pre-School and help locate the next of kin: Local Police Station Call Centre: 101

11. Depending on circumstances, the Pre-School reserves the right to charge parents for the additional hours worked by the staff.

12. Ofsted may be informed.

Policy Reviewed: 19<sup>th</sup> June 2017  
4<sup>th</sup> March 2020

Related Policies:

Safeguarding Children Policy and Looked After Children Policy.