

17. 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, Welford Pre-school 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.

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 child will be properly cared for.

Procedures

- Parents/carers of children starting at Welford Pre-school are asked to provide specific information which is recorded on our Registration Form:
 - home address and telephone number – if they have no telephone, an alternative number must be given, perhaps a neighbour's;
 - 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/carers to collect their child from Welford Pre-school, such as a childminder or grandparent;
 - information about any person who does not have legal access to the child.
- On occasions when parents/carers or the persons normally authorised to collect the child cannot collect the child, they must share the name and telephone number of the person who will be collecting their child. If the named person authorised to collect the child is not known to Welford Pre-school staff, a password system will be employed as a safety measure.
- Parents/carers are informed that if they are not able to collect their child as planned, they must inform us so that we can begin to follow back-up procedures. We provide parents/carers with our contact telephone number. We also inform parents/carers that in the event that their child is not collected from Welford Pre-school by an authorised adult and the staff can no longer supervise the child on our premises, we will apply the Child Protection procedures as set out in the Child Protection policy.
- If a child is not collected at the end of the session, we adopt the following procedures:
 - Staff check for any information received about 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 adults who are authorised by the parents/carers to collect their child from Welford Pre-school, and whose telephone numbers are recorded on the Registration Form, are contacted.

- All reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home.
- The child stays at Welford Pre-school in the care of two Pre-school staff until the child is safely collected. This incurs a cost and a charge of £5 per 15 minutes may therefore be levied at the Manager's discretion.
- The child does not leave the premises with anyone other than those named on the Registration Form, or those agreed by the parents/carers.
- If no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in the Child Protection policy. We contact West Northamptonshire County Council Customer Service Centre (0300 126 7000) and inform OFSTED (0845 640 4040 or 0300 123 1231)
- A full written report of the incident is recorded; and
- Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by our staff.

Date reviewed	13/10/2025
This policy was adopted at a meeting of Welford Pre-school held on	23/10/2025
Signed on behalf of the Committee	
Role of signatory	Chair