Sticky Fingers Pre-School
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20 - The 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 pre-school session, pre-school puts into practice agreed procedures. These ensure that 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 children will be properly cared for.

Procedures

1. Parents of children starting at the pre-school 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.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from pre-school, for example a child minder or grandparent.
- Information about any person who does not have legal access to the child.

2. On occasions that parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted by sending details in an email/text in advance.

3. On occasions where parents or 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. We agree with the parents how to verify the identity of the person who is to collect their child.

4. 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 measures. We provide parents with our contact telephone number.

5. If a child is not collected at the end of the session/day, we adopt the following procedures:
- The child's file is checked for any information about changes to the normal collection routines.

- If no information is available, parents/carers are contacted at home or work.

- 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.

- 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 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 apply the procedures for uncollected children.

- We contact our local authority children's social services care team. For full day care, this will be the out of hour's duty officer. If the children's social care team is unavailable we will contact the local police.

- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.

- The child stays at the setting in the care of two fully vetted workers until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.

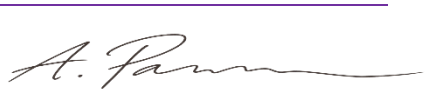
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.

- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.

6. A full written report is recorded in the child's file.

7. Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff (please refer to the Fees Policy).

8. Ofsted and our local Early Years Alliance Office/Development Worker may also be informed.

This policy was adopted by	Sticky Fingers Pre-School
On	6th October 2026
Date to be reviewed	October 2027
Signed by Chairperson	
Name of Chairperson	Ashley Panton