Non-Collection of Children Policy

This policy will be reviewed on an annual basis

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified Early Years Educator 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.

Methods

- Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
  - home address and contact number;
  - place of work, address and telephone number (if applicable);
  - names, addresses and contact numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent/relative;
  - information about any person who does not have legal access to the child; and
  - who has parental responsibility for the child.
- When a child is registered, parents/carers are given a unique PIN (Personal Identification Number). If any person not known to the Early Years Educator who is collecting a child, this PIN must be quoted. In the event that this person does not know the PIN, permission will not be given to take the child. Parents are telephoned to establish identification.
- Parents are informed that if they or any of their authorised contacts 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 number. We also inform parents that - in the event that their children are not collected from setting by an authorised adult and the Early Years Educator can no longer supervise the child on our premises - we apply our safeguarding of children procedures as set out in our Safeguarding of Children Policy.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - If no information is available, in the child's chronology/register about changes to collection 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 - 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 those who have been given the PIN.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact MASH our local authority social services department (telephone number 0345 155 1071) for full day care, this will be the out of hours duty officer.
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
- The child does not leave the premises with anyone other than those named on the Registration Form or those who we have been advised about and who knows the child's PIN.
- Social services 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.
- Under no circumstances are Early Years Educator to 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 chronology.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our Early Years Educator.
- Ofsted may be informed (telephone number 0300 123 4666).
- Early Years Sufficiency and Welfare Advisor (EYSWA) **Helen Stephenson** Helen.stephenson@devon.gov.uk Early Years Quality and Inclusion Partner (EYQIP)Early Years Consultant **Karen Salter** Karen.salter@devon.gov.uk
- In accordance with Article 3 (UNCRC 1989) all actions concerning the child should take full account of his or her best interests. The State is to provide adequate care when parents or others with responsibility fail to do so.
- In accordance with Article 19 (UNCRC 1989) the state has an obligation to protect children from all forms of maltreatment perpetrated by parents or others responsible for their care, and to undertake preventative and treatment programmes in this regard.

This policy was adopted at a meeting of Pippins Pre-school and nursery

Held on Wednesday 30th September 2026

Signed on behalf of the Management Trustee Directors

Role of signatory (e.g. Chair etc.) Chair

Commenced 2008 - Reviewed 26.5.26