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## *Non-Collection Policy*

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### 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 experienced and qualified practitioners who know the child and that the child receives a high standard of care 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.

### Method

**Parents of children starting at the setting are asked to provide specific information, which is recorded on our Enrolment 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.
- information about any person who does not have legal access to the child
- who has parental responsibility for the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, please pass this information onto their child's key worker so they can record this.
- Children are expected to be collected on time at the end of the day. If a parent is unexpectedly delayed, they should telephone the nursery to advise the staff of the situation, so we can reassure the child.
- On occasions when parents or the persons normally authorised to collect the child cannot collect the child, they record the name, address and telephone number of the person who will be collecting their child via our online nursery

app and pass this information onto their child's key worker. We agree with parents how to verify the identity of the person who is to collect their child.

- Parents are informed that if they cannot 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 - if their children are not collected from 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 Children Policy.

If a child is not collected at the end of the session/day, we follow the following procedures:

- The adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Enrolment 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 Enrolment Form, both primary and secondary contacts.
- If your child(ren) remain uncollected 15 minutes over the set time. The parents or carers will be contacted again, and late stay fees will be collected of £15.00. This will be payable within 7 days.
- If your child(ren) remain uncollected 30 minutes over the set time. The manager/deputy manager will contact the first emergency contact on your child's enrolment form. Please note this will not happen if the manager has been successful in contacting the parent/carer due to collect the child. Late stay fees will still be collected of £30.00. This will be payable within 7 days.
- 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.

Procedure for staff should a child not be collected: -

- 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.
- If no one can be contacted to collect the child and the premises are closing or staff are no longer available to care for the child, we contact:

**The Local Authority designated Officer (LADO) during working hours**

**or Essex Social Care Direct 0845 6037627**

**Outside of office hours -0845 606 1212**

- We shall inform **Ofsted. Telephone Number: 0300 123 1231**. A full written report of the incident is recorded. This will be written up as soon as possible after the incident and a copy given to Ofsted with an action plan.

*Updated: Sep 22, Jan 23, Sept 24, August 25, March 26*

- 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.
- 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 staff 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 file.

**The following procedures and documentation in relation to this policy are:**

Nursery Policies

- Health & Safety
- Child Protection
- Attendance Policy

Guidance

- Working Together to Safeguard Children 2026
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- Statutory Framework for the Early Years 2025: Section 3: The Safeguarding and Welfare Requirements