

5. The Non-collection of Children Procedure

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V1.0	Jan 2010	First adopted	Cttee	Dropbox.com Website	
V2.0	Jul 2016	Reviewed	C Timbrell	Dropbox.com Website	July 2017
V3.0	Sept 2017	Reviewed, updated & version controlled	K Coupe & G Potter	Dropbox.com Website	2019/20
V4.0	2 Nov 2020	Reviewed & Updated	E Roberts	Dropbox.com Website	Nov 2022
V5.0	25 Apr 2022	Updated as follows: • Ofsted, Social Care and Early Years Locality Adviser details updated; • list of associated policies & procedures as per GSCP Section 175/157 safeguarding audit 2022	K Coupe & L Jenkins	Dropbox.com Website	Apr 2024
V6-0	23 Apr 2024	Reviewed	R. Powell & E. Roberts	Dropbox.com Website	Apr 2026

Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a Pre-school session/day. North Nibley Pre-school puts into practice agreed procedures after ten minutes from the close of the session. 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 received 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

- Parents of children starting at North Nibley 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 or close relative;
 - emergency contact's name and telephone number;
 - mobile telephone number (if applicable);
 - names of adults who are authorised by the parents to collect their children from Pre-school, for example a childminder or grandparent; and

- parental responsibility forms gives us information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted via the Playleader.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they inform the Playleader with a full name and password for the person collecting. The person collecting will be asked for photo identification and it will be verified with the password before releasing the child into their care.
- 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 procedures. We provide parents with our contact telephone number. We also inform parents that – in the event that their children are not collected from Pre-school by an authorised adult and the staff can no longer supervise the child in our premises – we apply our child protection procedures as set out in our Safeguarding Children and Child Protection Policy¹
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - the 'Signing-In Book' is checked for any information 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 to collect their child from 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 or close relative is contacted;
 - the child stays at Pre-school in the care of two fully-vetted workers until the child is safely collected;
 - the child does not leave the premises with anyone other than those named on the Registration Form or the 'Signing-In Book'.
 - 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 our Safeguarding Children and Child Protection Policy. We contact our local authority social services department (Children & Families helpdesk: 01452 426565)². 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.
 - Office for Standards in Education, Children's Services and Skills (Ofsted) may be informed (0300 123 1231) or we may contact the non-emergency policy number for advice (101);
 - Our local Early Years Locality Adviser may also be informed (Justine Everett, 01452 427224 or 07767 350083, email Justine.Everett@gloucestershire.gov.uk)
 - a full written report of the incident is recorded; and
 - depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Associated policies and procedures

- No 4 : Safeguarding children and child protection

¹ Safeguarding Children 2017

² Outside Office hours: 01452 614194