

Non-collection of Child Policy

Statement of intent

We ensure that each child leaves the premises with an authorised adult. 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.

Procedure for non-collection of a child:

The following procedures are followed:

If a child is not collected within 15 minutes of the end of their session:

- Parents/carers are contacted at home, at work, or by mobile phone.
- If this is unsuccessful, then any additional adults who are authorised by the parents to collect their child from our premises and whose telephone numbers are recorded on the Enrolment Form are contacted.
- All reasonable attempts are made to contact the parents/carers and emergency contacts.

Until the child is safely collected:

- The child will stay on the premises.
- 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 worker;
- The child does not leave the premises with anyone other than those named on the Enrolment Form.

If no one collects the child within 1 hour and we are unable to contact anyone on the Emergency contact list;

- We will proceed to get in contact with C-SPA or the emergency Duty Team. Ofsted will be informed.
- A full written report of the incident is recorded.

Additional charges

Depending on circumstances, we reserve the right to charge parents for the additional hours worked.

Review / Version Control				
Review period - 3 years				
Version	Created	Reviewed	Initials	Changes
Non-collection of Child Policy (v1.0)	09/2026		DH / AP	