



Non- Collection of Children Policy

School Division:	EYFS
Policy Division:	Safeguarding
Policy Owner:	Principal
Date:	September 2026
Review Date:	September 2027

Policy Statement

In the event that a child is not collected by an authorised adult at the end of the session / day, Claremont put 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. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We will inform parents / carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Procedures

Parents/Carers of children starting at Claremont are asked to provide the following specific information which is recorded on our Registration Form including:

- Home address and telephone number.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Two emergency contact numbers (a close relative, friend or neighbour).
- Who has parental responsibility for the child
- 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 inform us via email or in writing of how they can be contacted.
- When parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents on how to verify the identity of the person who is to collect their child, using a password system.
- 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 backup measures. We provide parents with our contact telephone number and Claremont email address. We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from Claremont by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises

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

1. The register folder is checked for any information about changes to the normal collection routines.
2. If no information is available, parents / carers are contacted at home or at work.
3. 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.
4. All reasonable attempts are made to contact the parents or the nominated carers.
5. The child does not leave the premises with anyone other than those named on the Registration Form or in their file.

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 following procedures for uncollected children.

1. Contact our local Early Years Department (01708 431783).
2. The child stays at school in the care of one fully-vetted staff member until the child is safely collected either by the parents or by a social care worker.
3. Social Services 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.
4. Under no circumstances should staff go to look for the parent, nor should they take the child home with them.
5. A full written report of the incident is recorded in the child's file.
6. Depending on the circumstances, the school reserves the right to charge the parents for the additional hours worked by staff.

OFSTED may be informed: 08456 404040