



## Non-Collection of Children Policy

The Early Years Foundation Stage (EYFS 2025 3.87) states, ‘Providers must ensure children are only released into the care of individuals of whom the parent has explicitly notified the provider’ and must ensure ‘children do not leave the premises unsupervised’ and (EYFS, DfE 2025:3.97) ‘Details of the provider’s policies and procedures’, this includes the procedure to be followed in the event of a parent and or carer failing to collect a child at the appointed time...’

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 will inform parents/carers of our procedures at our open day/home visit prior to their child starting Pre-School, so that if they are unavoidably delayed, they will be reassured that their child/children will be properly cared for. From time to time we will also remind parents of our procedure through the newsletters.

Prior to a child starting at Pre-School, parents of children are asked to provide vital specific information which is recorded on our Registration Form and Connect Childcare including:

- Home address/contact number – if the parents do not have a telephone, an alternative number must be given, perhaps an accessible neighbour.
- Names, address, telephones numbers of adults who are authorised by the parents to collect their child e.g., child-minder, grandparent etc. (they must have the child’s password) We must have at least 2 emergency contacts,.
- Information about any person who does not have legal access/ parental responsibility to the child.
- Anyone not authorised to collect the child, stated on the registration form.
- Whilst the child is at Pre-school, contact detail forms will be sent out periodically to check names, addresses and phone numbers are correct.

If there are any changes to an address and/or phone numbers, Pre School must be notified as soon as possible. Each year for existing children returning to pre-school we send out an updated contact details form to parents to check the above information is still up to date and relevant.

Where circumstances arise beyond your control, which may result in you being late collecting your child, then you must inform Pre-School by telephone as soon as possible.

**If a child is collected from 5 minutes after the session finishes and no contract has been made, a charge will be made for the care provided, based on the hourly rate.**

If the child is not collected at the end of the session, the procedures outlined below will be followed:

- The white board is checked for any messages/information about changes to the normal collection routines. Parents may notify Pre-School if someone different or unknown is picking up their child and a password or identification will be required. (Passwords are kept strictly confidential, they are annotated on the child's registration form and on Connect Childcare)
- Passwords should be written down on the whiteboard and shown, rather than spoken.
- If no password information is available, parents/carers are contacted by phone.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child and whose telephone numbers are recorded on the Registration Form will be contacted.
- A little time will be given, however, if no authorised person can be contacted then the pre-school will contact Children's Services Duty Suite on 01724 296500 or 296555 (out of hours) for further guidance.

This policy is in line with the EYFS Statutory Guidance (DfE 2025)

**References to other policies:**

- Admissions Policy
- Communication and Working in Partnership Policy
- Confidentiality Policy
- Payment and Collection of fee Policy
- Safeguarding Policy

Reviewed December 2011

Next Review December 2012

Reviewed January 2013 by Owner & Practitioners

Next Review January 2014

Updated May 2014

Next Review May 2015

Reviewed and updated March 2015

Next review March 2016

Reviewed March 2016 by Owner, Manager, Deputy Manager & Practitioners

Next Review March 2017

Reviewed February 2017 by Owner, Manager, Deputy & Practitioners

Next review February 2018

Reviewed and updated January 2018 by Owner, Manager and Practitioners

Next Review January 2019

Reviewed and updated January 2019 at staff meeting by Owner, Manager & Practitioners

Next review date January 2020

Reviewed and updated September 2019 at staff meeting by Director, Managers and Practitioners

Next review date September 2021

Review and updated October 2021 at staff meeting by Director, Manager, Deputy, and practitioners

New review date October 2022

Reviewed and updated 28<sup>th</sup> September 2022 at staff meeting by Director, Manager and Practitioners.

Next review date September 2023

Reviewed and updated by Director, Manager, Deputies and Educators at staff meeting July 11<sup>th</sup> 2023.

Next review July 2024

Reviewed and updated by Director, manager, Deputies and Educators at staff meeting October 2<sup>nd</sup>, 2024

Next review date October 2025

Updated by Director, Room Lead, Deputy and Educators at staff meeting January 22<sup>nd</sup> 2025

Reviewed and updated by Director, Room Lead, Deputy and Educators at team meeting on Wednesday 26<sup>th</sup> November 2025

Next review November 2026