



Little Forest Folk

Non-collection of children Policy

Date Created: May 2017

Reviewed by: Xiao Flynn

Reviewed date: 21st July 2025

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 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 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.

Methods

- Parents of children starting at the setting are asked to provide specific information, which is recorded on our Child 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;
 - names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or family member or friend. A password will be given to these people to verify they are authorised to collect the child;
 - information about any person who does not have legal access to the child; and

- 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, they must inform the Manager of this change.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they will inform the Manager of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child (normally password and photo identification).
- Parents are informed that if they are not able to collect the child as planned, they must inform us (either by telephone, or using a written signed note advising us of the fact) so that we can begin to take back-up procedures. We provide parents with the contact telephone number of the nursery Manager and Deputy Manager. We also inform parents that – in the event that 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:

1. Family 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 will be contacted.
4. All reasonable attempts are made to contact the parents or nominated carers.
5. The child does not leave the premises with anyone other than those named on the child's Contact list on Family.

If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children:

1. We contact the Hammersmith and Fulham's Initial Contact and Advice Team, you will get straight through to a Social Worker on tel: 020 8753 6610 (Out of hours – 020 8748 8588)
2. 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;



3. 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.
4. Under no circumstances are staff to go to look for the parent, nor do 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 circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
7. Ofsted may be informed (telephone number 0300 123 4666 / 0845 640 4040)