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Document.	016	Non-collection of Children Policy	
Revision	07	Approved By Katy Taylor	Approval Date 21/11/2025

Scope

This policy applies to all provision for early years aged children, and also – where appropriate – to before and after school provision and walking bus provided by Duchy Pre-school and Playgroup for primary school aged children attending The Duchy School in Bowley Meadow.

Statement of intent

In the event of a child not being collected by an authorised adult at the end of a session, the Duchy Pre-school and Playgroup 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. Two adults must remain in the setting together to look after the child.

Aim

In the event of a child not being collected by an authorised adult, we will ensure that the child receives a high standard of care 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 the Duchy Pre-school & Playgroup are asked to provide specific information, which is recorded on our Admission Form, including:

- home address and telephone number - if the parents do not have a telephone, an alternative number must be given.
- place of work, address, and telephone number (if applicable).
- mobile telephone number (if applicable).
- At least two emergency contacts for the preschool to contact if they can not get hold of the parent/s.
- information about any person who does not have legal access to the child, with court papers or a solicitor's letter to confirm this.

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 on Famly.

On occasions, when parents or the persons normally authorised to collect the child are not able to collect the child, they let a member of staff know the name, address and telephone number of the person who will be collecting their child, this will then be recorded on Famly. We will ask the parent's/carers to provide a password, if this person has not picked up before.

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

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number, and they can let us know on Family. We also inform parents that, in the event that their children are not collected from the playgroup 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 below:

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

- Messages and Family are checked for any information added about pick up of the child. 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 the group - and whose telephone numbers are recorded on the Admission Form - are contacted.
- All reasonable attempts are made to contact the parents/carers, emergency contacts will be phoned and if reasonable another member of staff visits the child's home.
- The child stays at Pre-school/Playgroup in the care of two members of staff until the child is safely collected.
- The child does not leave the premises with anyone other than those named on the Admission Form or names given by parents.
- Unless they are also a named collector authorised by a parent, a member of staff will never return a child to their home themselves.
- A member of staff will never allow someone who has not been authorised by parents to collect them.
- If no-one collects the child after one hour we apply the following procedures:
 - Staff will contact Devon Safeguarding Children Board via the The Front Door (MASH); 03001234666 or out of hours 01392 384964 where advice will be sought and acted upon.
 - A full written report of the incident will be recorded. Find on the Devon and children and families partnership website.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff as detailed in our Billing Policy 0003.

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Responsibility for periodic review	Development Sub-committee
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Document History

Rev	Changes	Date	Approval
00	Previous changes incorporated for AGM	17/05/10	AGM
01	Revision and review for AGM	15/11/11	AGM
02	Addition of scope statement.		
03	Reviewed	25/06/19	GP
04	Reviewed	18/3/21	KH
05	Reviewed and checked MASH Number and amended wording	30/9/22	NL
06	Reviewed, and added Famly. Also changed emergency contacts to must have at least two. Added time frame for non-collection before MASH contacted.	24/10/23	KT
07	Reviewed	02/11/24	KT
08	Reviewed changed phone numbers for mash/front door	20/11/25	Katy Taylor

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