



Foresteers Outdoor Preschool

Non-Collection of Children Policy

Reviewed January 2026

Reviewed by Hayley Smith - Preschool Manager

Statement of intent

In the event that a child is not collected by an authorised adult at the end of the session, the setting puts into practice agreed procedures. We will ensure that the child continues to receive a high standard of care with as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they can be reassured that their children will be properly cared for.

Methods

- On registering their child, parents/carers are required to provide 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;
 - 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;
 - information about any person who does not have legal access to the child; and
 - who has parental responsibility for the child.
- If parents are aware that they will not be at home or in their usual place of work, they may wish to provide an alternative contact number for the day.
- If parents wish to authorise someone else to collect their child on their behalf they should notify the setting as soon as possible and provide a name and contact number. The parents/carers should also ensure that the authorised person is informed of the password. On arrival at the setting the authorised person should introduce themselves to staff and provide the password.
- We provide parents/carers with the mobile contact number of the preschool. Parents/carers are reminded that they should notify preschool as soon as possible if they are running late to alleviate any distress on the child and inform preschool of the situation. Late collections can result in a fine.

If a child is not collected at the end of the session we follow our child protection procedures as set out in our Safeguarding Children policy.

1. Repeated attempts are made to contact parents / carers on all numbers provided.
2. If this is unsuccessful, repeated attempts will be made to contact the emergency contacts and other authorised adults on the numbers provided.

If after one hour all reasonable attempts have been made to contact the child's parents/carers and other contacts provided, we contact our Sheffield Children's Services 0114 203 9591

1. The child stays at the setting in the care of the manager and one other member of staff until the child is safely collected either by the parents or by a social worker;
2. 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.
3. Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
4. A full written report of the incident is recorded in the child's file.
5. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
6. Ofsted may be informed (telephone number **0300 123 1231**)

**This policy was adopted
on**

1st January 2026

**Signed on behalf of the
preschool**

Hayley Smith

Date for review

December 2026