The Nest
CARE & HOLIDAY CLUB

NON-COLLECTION OF CHILDREN POLICY

Statement of intent

The Non-Collection of Child Policy outlines the steps we take if a child is not collected at their scheduled time. Our primary concern is the safety and wellbeing of each child, and we are committed to ensuring that no child is left waiting beyond their collection time without appropriate care. This policy provides clear procedures for staff to follow if a child is not collected, ensuring that they remain safe, calm, and reassured while we contact the relevant individuals.

Aim

The aim of this policy is to:

- Establish a clear and consistent approach for dealing with instances where a child is not collected on time.
- Ensure the safety, wellbeing, and comfort of children who are left waiting beyond their collection time.
- Provide parents and carers with clarity on the steps we will take to care for their child if they are unexpectedly delayed.
- Ensure that staff know and understand their responsibilities, including safeguarding procedures, if a child remains uncollected.

Procedures

1. In Case of Late Collection

- **Initial Actions**: If a child has not been collected within 15 minutes of their scheduled collection time, staff will check if there has been any communication from the parent or carer regarding a delay.
- **Comforting the Child**: The child will be supervised and reassured by a familiar staff member, ensuring they feel safe and supported while they wait.

2. Contacting Parents and Emergency Contacts

- **First Contact**: Staff will attempt to contact the primary parent or carer by phone using the contact information provided.
- **Emergency Contacts**: If the primary contact cannot be reached, staff will call the additional emergency contacts listed on the child's registration form until an authorized adult can be reached.

3. If No Contact is Made

- **Extended Waiting Period**: If no contact has been made with the parent, carer, or emergency contacts within 30 minutes of the collection time, senior staff will review the situation.

- **Safeguarding Procedures**: If, after one hour, no one has been reached and the child remains uncollected, staff will contact the local social services or child protection team for guidance and support in caring for the child safely.

4. Maintaining Records

- **Record Keeping**: A written record will be kept of all calls and actions taken during the non-collection incident, including times and any responses received.
- **Follow-Up**: The preschool will follow up with the parent or carer to discuss the incident and review collection procedures to prevent a recurrence.

5. Safeguarding and Wellbeing

- **Protecting the Child**: Staff will not allow the child to leave with anyone who is not authorised on the child's collection list or without parental consent.
- **Calm and Reassuring Environment**: Staff will ensure that the child feels comfortable and secure during this time, engaging them in quiet activities to reduce any distress.

This policy was adopted on 1st November 2014 & reviewed in September 2024.

Signed on behalf of The Nest _____

Date Signed: _____

Date to be reviewed_____