



Chieveley Pre-School: Non-Collection of Children Policy

Reviewed and updated in line with EYFS 2024, safeguarding protocols, and Early Years Alliance guidance.

This policy outlines our procedure when a child is not collected on time by an authorised adult.

1. Statement of Intent

In the event that a child is not collected by an authorised adult, the pre-school ensures the child is cared for safely by a familiar, qualified practitioner. The child is kept safe and reassured, and appropriate safeguarding measures are followed.

2. Collection and Emergency Contact Information

- Parents must complete our Registration Form with full contact details, authorised collectors, and parental responsibility.
- A password system is used to verify identity when necessary.
- Parents must inform us if their contact location changes on a particular day.
- If someone other than the usual authorised person is collecting the child, this must be communicated to the preschool in advance with full details and password verification.
- If a delay is unavoidable, parents must notify the pre-school as soon as possible.

3. Procedure for Non-Collection

- Staff check the register and any information regarding alternative collection arrangements.
- Attempts are made to contact the parent or authorised carers using all known numbers.
- The child will not be released to any person not named on the Registration Form or agreed upon in the daily register.
- After 30 minutes, if no contact has been made and no one arrives, the setting will implement its safeguarding escalation procedure.

4. Involving External Agencies

If no authorised adult collects the child and no contact is made, the following steps are taken:



Chieveley Pre-School | Chieveley Early Years Centre, School Road, Chieveley, West Berkshire
RG20 8TY | Tel: 07511 098 720 | www.chieveleypreschool.co.uk

- • Contact West Berkshire Children's Services: 01635 503090
- • If out of hours, contact the Emergency Duty Team: 01344 786543 or edt@bracknell-forest.gov.uk
- • Two fully vetted staff, one being the Manager or Deputy, stay with the child until collected.
- • Social services will attempt to locate the parents or carers. If unsuccessful, the child may be taken into care.
- • Staff must not leave the premises or attempt to transport the child themselves.
- • A full written record is made and stored in the child's file.
- • Depending on the circumstances, we may charge for extra hours worked.
- • Ofsted may be informed: 0300 123 1231

5. Review and Approval

This policy will be reviewed annually or following significant changes in legislation or after any incident that highlights a need for policy revision. The Pre-School Manager and committee will approve all changes.

This notice was reviewed and adopted by the Chieveley Pre-School committee.

Signed Preschool Manager:

Date:

Signed Preschool Chair:

Date: 13.08.25