



John Wilkinson Primary School and Nursery Out of School Hours Provision

Non-Collection of a Child Policy

Updated Autumn Term 2025

STATEMENT OF INTENT

In the event that a child is not collected by the authorised adult at the end of a pre-school session/day or After School Club, we put 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 a child is not collected by an authorised adult, we will ensure 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.

PROCEDURES

1. Parents of children starting at the nursery or the After School Club are asked to provide specific information, which is recorded on our Registration Form, including:
 - home address, telephone number and email address - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour.
 - place of work, address and telephone number (if applicable).
 - mobile telephone number (if applicable).
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent.
 - up to date information about any person who does not have legal access to the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, we record how they can be contacted in our register.
3. On occasions when parents or the persons normally authorised to collect the child cannot collect the child, they record the name, address and telephone number of the person who will be collecting their child in our register. We agree with parents how the identification of the person who is to collect their child will be verified. When necessary, staff will use a password form for this procedure, which is located in the register.
4. Parents are informed that if they cannot 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 number. We also inform parents that - in the event that their children are not collected from pre-school 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 in our Safeguarding Policy.
5. If a child is not collected at the end of the session/day, we follow this procedure:
 - the register and the school office is checked for any information about changes to the normal collection routines.
 - if no information is available, parents/carers are contacted at home or at work.
 - the Head Teacher is informed.

Next review: Autumn Term 2026

- if this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery or After School Club - and whose telephone numbers are recorded on the Registration Form - are contacted.
- all reasonable attempts are made to contact the parents/carers.
- the child stays at nursery or After School Club in the care of two staff members until the child is safely collected.
- the child does not leave the premises with anyone other than those named on the Registration Form and in the register.
- if no-one collects the child and the premises are closing or staff are no longer available to care for the child, we apply the procedures set out in our Safeguarding Policy. We contact: -
 - The head teacher or, in their absence senior members of staff
 - Early Help team
 - A full written report of the incident is recorded; and
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.