



Statement of Intent

This policy is a statement of the procedures at Stockton House School ("Pre-School") for the safe collection of children from the setting.

Aim

1. In the event that a child is not collected by an authorised adult, we will ensure that 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.
2. To ensure that the correct adult collects the correct child and that those adults who do not ordinarily collect a child provide a valid form of photographic identification.
3. To ensure that parents/carers understand the potential consequences for the late and/or non-collection of their child(ren).

Procedures

Parents of children starting at the Pre-School are asked to provide specific information which is recorded on our Pre-School management software, including:

1. home address and telephone numbers (including work and mobile) and email addresses of both parents;
2. provide at least 2 other peoples names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the Pre-School, for example a childminder or grandparent; and
3. information about any person who does not have legal access to the child (including court documents)
4. On occasions when parents are aware that they will not be at home or in their usual place of work, they inform the Pre-School by email as to how they can be contacted.
5. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we agree with parents by email, telephone or in person the manner of verifying the person who is to collect their child (normally, via a form of photographic identification).
6. 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 number. We also inform parents that in the event that their child is not collected from the Pre-School by an authorised adult and the staff can no longer supervise the child in our premises, we will implement our child protection procedures as set out in our child protection policy.
7. If a sibling under the age of 18, but over the age of 16, is collecting then the parent must inform us in writing that they are happy for that person to collect their younger sibling from the Pre-School. It is our policy that no child under the age of 16 can collect a child from the Pre-School even if the parent/carer is in the car.
8. If staff feel that the person collecting a child may be under the influence (either drugs or alcohol) and that the safety and well-being of the child may be compromised then the staff are to inform the Early Years' Manager or Deputy Early Years' Manager who will assess the situation. If it is felt that the person collecting appears unable to take responsibility for the safety and welfare of the child then the Pre-School will take the appropriate action. This may include contacting another nominated person on the emergency contact list as held in the Pre-School management software and if no-one is available then the next steps would be to contact Social Services or the Police.

Late Collection of Children

1. There are two types of late collection: 1) **authorised** and 2) **unauthorised**.
2. **Authorised late collections** are where a **parent/carer contacts** the Pre-School prior to the end of their child's official finish time to inform us that they are running late, i.e. if your child finishes at 2pm then you must have contacted the Pre-School **by 2pm**.
3. **Unauthorised late collections** are where a **parent/carer does not contact** the Pre-School prior to the end of their child's official finish time to inform us that they are running late.
4. Things do happen and so as long as we are made aware that a parent/carer is running late prior to the child's official finish time then we can make provision here at the Pre-School to ensure the continued care of that child and avoid upset. All we ask is that we are informed in advance (as much as possible and except in the event of a genuine emergency). If a parent/carer contacts the Pre-School **before** the end of the child's official finish time to say they are running late, then we will simply extend that child's finish time for 30 minutes and an "authorised late collection fee" will be charged at the applicable half-hourly rate for the child for the first 30 minutes. **(Note: This does not apply to children who finish at 3:30pm where the full unauthorised collection fee will be automatically charged.)**
5. If the child who is on an authorised late collection, is still not collected after 30 minutes, then the full non-collection fee will apply from that point. **(These occurrences will be constantly monitored.)**
6. Failure to contact the Pre-School prior to the end of the child's official finish time will see the following "unauthorised late collection fee" apply:
 - a charge of £30 for the first 15 minutes (of part thereof); and
 - a charge of £2 for every 1 minute (or part thereof) in excess of the initial 15 minutes will be applied.

Non-Collection of Children

If a child is not collected at the end of their booked session and no contact has been made by the end of the day, we follow the following steps:

- Step 1.** the Pre-School management software is checked as well as emails/phone/mobile/voicemails for any information about changes to the normal collection routines;
- Step 2.** if no information is available, parents/carer are contacted at home or at work;
- Step 3.** all reasonable attempts are made to contact the parent/carer first;
- Step 4.** if the above steps prove unsuccessful, adults over the age of 18, who are authorised by the parent/carer to collect their child from the Pre-School and whose telephone numbers are recorded in the Pre-School management software are contacted;
- Step 5.** the child stays at Pre-School in the care of two fully-vetted workers until the child is safely collected;
- Step 6.** the child does not leave the premises with anyone other than those named in the Pre-School management software;
- Step 7.** if no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we will apply the procedures set out in our Child Protection Policy. We contact:
 - Hampshire Children's Services.....**0300 555 1373**
 - Ofsted**0300 123 1231**
- Step 8.** the unauthorised late collection fees are automatically applied to the parent/carer account;
- Step 9.** 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.

Step 10. Ofsted, Police and Social Services may also be informed

Please understand that being late or worse, forgetting to collect, is extremely upsetting for young children so it is your responsibility to ensure that whoever is picking up your child knows the time and arrives by your child's official finish time.

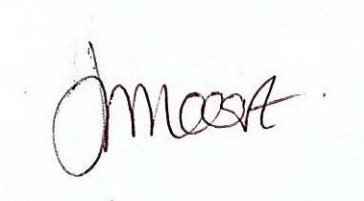
Relationship breakdown of parents/carers

The Pre-School has a clearly-defined procedure, which is to be followed in the event of a breakdown in the relationship of the child(ren)'s parents or carers.

1. Unless there is a court order in place (of which the Pre-School must be provided with a copy) preventing contact of a parent with the child, we are legally unable to deny access to that child.
2. Should a parent raise a concern regarding access to their child by a parent/carer, then we will contact the first parent to come to the Pre-School as soon as possible, explaining this procedure and ask the second parent to wait.
3. If there is a concern about violent, abusive or aggressive behaviour from either parent/carer then we will seek advice from the police and follow their recommendation and guidance.

Review

This Procedure has been reviewed and updated on 1st August 2025 by

A handwritten signature in black ink, appearing to read 'Jenny Moore', is written over a light blue rectangular background.

Jenny Moore, BA EYPS
Early Years' Manager
Stockton House School