

DOTTIE TOTS NURSERY SCHOOL

Failing to Collect a Child Policy and Procedure



Document reference	DT-P-01.4
Document type	Policy and procedure
Revision	A – September 2026
Effective date	24 September 2026
Owner / approver	Leadership and Management Team
Next review	12 months after issue, or sooner following a relevant change

HAMPSHIRE CHILDREN'S SERVICES CONTACTS	PHONE
Daytime Mon–Thu 8:30am–5pm; Fri 8:30am–4:30pm	0300 555 1384
Out of hours Evenings, weekends and bank holidays	0300 555 1373
Urgent child protection enquiry for professionals	01329 225379

If a child is in immediate danger, call 999. These Hampshire numbers were checked on 24 September 2026.

1. Purpose and prevention

This procedure applies when a child has not been collected at the agreed time. We keep the child safe, seek an authorised collector and respond to any welfare concern without relying on a fixed one-hour wait. Parents receive details of this procedure and can request a copy under EYFS 3.100.

At registration and whenever circumstances change, record parental responsibility, usual and alternative emergency contacts, authorised collectors, collection arrangements and any relevant restrictions. Parents tell the setting as soon as possible if delayed or if a different authorised adult will collect. The nursery verifies any change through the approved method before releasing the child.

2. At the agreed collection time

The practitioner keeps the child with an authorised adult, checks messages and the agreed collection arrangement, and informs the senior person on duty. Contact the parent or carer promptly by telephone; if there is no response, try the other parent or carer and alternative emergency contacts. Record the time and result of each attempt.

The senior person arranges suitable staffing and a calm, reassuring environment for the child, including food, medicine or personal care where needed. Do not leave a child alone, take them to a staff member's home, release them to an unverified person or leave an unsafe staff member alone with them. Follow approved collection arrangements and any legal restriction.

3. Escalation when collection remains unresolved

The Nursery Manager / DSL assesses the child's age, time of day, contact history, known vulnerabilities and any indication of abandonment or danger. If there is a concern about the child's safety or welfare, contact local authority children's social care immediately in line with DT-P-01.1; call 999 in an emergency. Do not wait for a set number of minutes if the circumstances require earlier action.

If no safe collector can be reached, seek advice from Hampshire Children's Services using the number appropriate to the time. Follow the advice about the child's care and any handover; verify the identity and authority of any receiving person. The senior person informs the DSO and records the advice, handover and follow-up.

- Hampshire Children's Services, Monday to Thursday 8:30am–5:00pm and Friday 8:30am–4:30pm: 0300 555 1384.

- Children and Families Out of Hours, outside those times including weekends and bank holidays: 0300 555 1373.
- For an urgent child protection enquiry, professionals may call 01329 225379. If a child is in immediate danger, call 999.

4. Records and follow-up

Record the due collection time, contact attempts, care of the child, advice and decisions, actual collection and identity check, any referral and parent communication. Review repeated lateness with the family and consider support or safeguarding action where indicated. Apply any contractual late-collection charge under the current parent agreement separately from the child-safety decision.

The manager reviews the event, updates contact details where needed and checks any notification question under DT-PR-01.1B. Staff are briefed on the setting's current numbers and out-of-hours route.

5. Related documents and sources

DT-P-01.1 Hampshire Child Protection and Safeguarding; DT-P-01.9 Attendance and Absence; admissions and collection permissions; DT-PR-01.1B Ofsted Notifications and Significant Events. Sources: EYFS statutory framework for group and school-based providers, effective 1 September 2026, paragraph 3.100; Hampshire County Council Safeguarding Early Years and Children and Families Out of Hours Service (contact details checked 24 September 2026).

Appendix 1 — Staff acknowledgement

I confirm that I have read and understood DT-P-01.4 and will follow its reporting, safeguarding, recording and escalation requirements.

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