



# **Child Collection and Uncollected Child Policy**

**for**

**The ACE Centre Nursery**

**School**

To be reviewed: Sept 2026

Signed: Catherine Hayward (Chair of Governors)

*Catherine Hayward*

Lynn Jenkins (Headteacher)

## **Introduction**

This policy describes the procedures that the ACE Centre Nursery School follows to ensure that children are collected by **authorised and known adults** in a timely manner at the end of their Nursery School session or day.

For young children to feel secure and confident during their time at Nursery School, it is vital that we are able to manage their collection in a calm and timely way. We understand that parents and carers may, on occasion, be unavoidably delayed but, in such an event, parents are asked to telephone the ACE Centre as soon as possible in order that we can reassure their child and explain clearly what alternative arrangements have been agreed with their parent or carer.

The ACE Centre Nursery School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or session.

## **Procedures for Collection of Child from Nursery School**

Parents of children starting at the ACE Centre Nursery School are required to provide the following information which is recorded on our Registration Form:

- Home address and telephone number – if a child's parents do not have a telephone, an alternative number must be given, perhaps a close relative or a neighbour
- Place of work address and telephone number(s) (if applicable)
- Mobile telephone number(s)
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the ACE Centre Nursery School, for example a grandparent, childminder, family member. If possible, the Nursery School should be provided with at least two other relatives or carers who can be called when the parent cannot be contacted or in the event of an emergency.
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child

Parents are responsible for updating their child's Nursery School records with any changes to these authorised adults, their addresses, phone numbers etc. The Nursery School will endeavour to keep this record up to date by reminding parents of the need to notify the school of any changes e.g. in our regular newsletters. It is the responsibility of parents to ensure Nursery have contact numbers that will ensure staff are able to contact parents/ named adult **at any given time** in case of emergency situation.

On occasions when parents are aware that they will not be at home or in their usual place of work for a reasonable period, they should inform us in on Tapestry or by email of how they can be contacted.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, the parent should provide the Nursery School with written authorisation of the name, address and telephone number of the adult who will be

collecting their child. Wherever possible, that person should be introduced to staff unless they are already known to the Nursery School practitioners. If the person is not known to the Nursery School staff and cannot be introduced before they collect the child, the parent will be asked to provide the authorised person's name, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.

If parents are unexpectedly unable to collect their child as planned, or are unavoidably delayed, they must inform the Nursery School as soon as possible in order that we can begin to take back-up measures.

Depending on circumstances, we reserve the right to charge parents/carers for the additional childcare needed when a parent/carer is late to collect. This will be in line with after school chargeable rates at the time.

In an emergency situation, if a parent or carer needs to make arrangements for an adult who is not known to the Nursery School staff to collect their child, we need to be able to verify the identity of that person. The parent will speak on the telephone to a member of staff who knows the parent and family. They will be asked to provide the authorised person's name, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.

### **Procedures for Uncollected Child**

If a child is not collected from Nursery School at the expected time, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines
- If no changes have been notified, parents/carers are contacted at home or work or by mobile phone.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the Nursery School and who are listed on the Registration Form are contacted.
- All reasonable attempts are made to contact the parents/carers, or authorised adults.
- The child will not be allowed to leave the premises with anyone other than those named on their Registration Form.
- The child will not be allowed to leave the premises with anyone whose identity is not known to the Nursery school staff or whose identity has not been verified by the child's parents and carers by providing the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.
- In the event that a child is not collected from the Nursery School by an authorised adult within 30 minutes of the end of the nursery school session or day and we have not been able to contact a parent or carer, or our staff can no longer supervise the child on our premises, we will contact LCSS for advice on next actions.
- The child will stay at the Nursery school in the care of two DBS checked staff members until the child is collected either by the parent/carers or by a social care worker.
- Children's Social Care and the police will aim to find the parent/carers. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.

- Under no circumstances do staff take the child off-site eg. to take them home at the request of the parent, relative or any named adult authorised to collect the child.
- A full written report of the incident is recorded in the child's records.
- Any child welfare concerns arising from such an incident(s) are dealt with in accordance with the Nursery School's child protection and safeguarding procedures.
- Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by staff.

## **APPENDIX A**

### **CONTACT TELEPHONE NUMBERS**

Ace Centre Nursery School Tel. 01608 644440

Headteacher Lynn Jenkins Tel. 01608 644440 Designated Safeguarding

Lead Teacher Zoe Wakefield Tel. 01608 644440 Deputy Safeguarding Lead

Social Care Assessment Team (office hours) Tel. 01865 816 670

Social Care Assessment Team (out of hours) Tel. 0800 333 408

Police (Emergencies) Tel. 999

Police (Non-Emergencies) Tel. 101

# Child Collection and Uncollected Child Policy 2025-26 APPROVED

Final Audit Report

2025-11-24

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