



AUTUMN COTTAGE CHILDCARE CHILD COLLECTION POLICY

Issued: April 2026

Next Review: April 2027

ABOUT THIS POLICY

Paramount to safeguarding is to ensure that children are only released from the setting to authorised adults. This Policy details measures adopted by Autumn Cottage Childcare (AC) to:

- Identify persons authorised to collect a child
- Manage the Late Collection of a child
- Manage an Uncollected child.

PERSONS AUTHORISED TO COLLECT

General

- AC will only release children to adults who have parental permission to collect them and whose details (including a photograph, where appropriate) have been supplied to AC.
- AC will also need details of any specific person who does not have legal access to the child.
- AC will not usually allow a child to be collected by someone aged under 16 years of age without prior consent
- AC Staff check that all children have been recorded as leaving the setting.

Exceptions and Use of Passwords

In the event of:

- an adult comes to collect without a written prior agreement
- a parent phones to say that someone other than an authorised person is collecting
- AC is unsure of the identity of the collecting adult, for whatever reason.

AC will phone the parent to confirm. For additional security, the AC Password system will be used. A child will not be released if an incorrect password is given or if staff are unable to contact a parent/carer.

LATE COLLECTION

It is important that parents arrive at the contracted time to collect their child. Even very young children learn the AC routine, and so know when their parents are due and can become distressed if they are late.

Parents must inform AC if they are unable to collect the child as planned OR intend to arrive at a different time from the contracted one.

In this event, AC will normally be able to accommodate any additional care. However, if not possible, AC will contact other adults from the authorised list and arrange for them to collect the child.



If a parent is very late and has not contacted AC, AC will try and contact them or, failing that, the emergency numbers provided. If AC is unable to contact anyone at the close of business, AC will inform Social Services and follow their advice.

AC reserves the right to make an additional charge for late collection.

UNCOLLECTED CHILD

When:

- A child is not collected from AC
- No alternative authorised adults are contactable,

AC follow the requirements of their Safeguarding Policy and the following procedure:

- AC will contact Hampshire Social Care, Children's Services, and inform OFSTED.
- If, after an additional 15 minutes, the child has not been collected, AC will contact Social Services again.
- If the child's Social Care Team is unavailable (or as the local authority advise) AC will contact the local Police.
- Social Care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the Local Authority
- The child will stay at AC with 2 staff, one being the senior staff member. Both staff stay until the child is safely collected by the parents or social worker, or by another specified by Social Care.
- A full written report of the incident is recorded

AC reserves the right to charge parents for the additional hours.