



Bloom Childcare

Non-Collection of Children Policy

Procedures for late collection, non-collection and unauthorised collection

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1. Policy Statement

Bloom Childcare has a duty of care to every child in its settings. This policy sets out the procedures Bloom follows when a child has not been collected at the end of their session, cannot be collected by an authorised person, or is at risk of being handed to an unauthorised individual. The safety and wellbeing of the child is the absolute priority in every situation this policy covers.

This policy is required under the EYFS Statutory Framework 2026 and must be read alongside the Safeguarding and Child Protection Policy (B0027) and the Lost / Missing Child Policy (B0062). The Signing In/Out Policy (B0060) and the Admissions Policy (B0030) set out the arrangements for recording authorised collectors and obtaining consent at the point of registration.

2. Scope

This policy applies to all Bloom settings and all staff. It covers three distinct scenarios: a child who has not been collected by the end of their session (late collection); a child whose named collector has not arrived and cannot be contacted (non-collection); and a situation where an individual attempts to collect a child without authorisation.

3. Legal and Regulatory Framework

Legislation / Guidance	Reference	Relevance
Statutory Framework for the Early Years Foundation Stage 2026	Sections 3.75-3.76	Explicitly requires providers to have a written policy for the arrival and departure of children, and a procedure for when a child is not collected.
Children Act 1989	Sections 1, 17, 47	The child's welfare is the paramount consideration. Where a child is at risk of harm, the local authority has a duty to investigate.
Working Together to Safeguard Children 2023	Chapter 1	Requires practitioners to act promptly where a child may be at risk of harm, including through neglect (failure to collect may indicate neglect or a family emergency).
Children Act 2004	Section 11	Places a duty on agencies, including childcare



		providers, to make arrangements to safeguard and promote the welfare of children.
Family Law Act 1996	Part IV	Relevant where a non-collection situation involves domestic abuse, a prohibited steps order, or a court order restricting contact.

4. Definitions

Term	Definition
Authorised Collector	A person named by the parent or carer on the child's registration form as someone who is authorised to collect the child. Authorised collectors must be aged 16 or over unless otherwise agreed in writing with the Setting Manager.
Late Collection	A child whose parent, carer or authorised collector has not arrived by the end of the child's session time.
Non-Collection	A situation where no authorised person can be contacted or is able to collect the child within a reasonable period after the session has ended.
Unauthorised Collection	An attempt by a person not named as an authorised collector - or subject to a court order restricting contact - to collect a child.
Password System	A confidential word or phrase agreed with the parent at registration, which an unfamiliar authorised collector must provide before Bloom releases the child into their care.
DSL	Designated Safeguarding Lead - the named person at each setting with lead responsibility for safeguarding and child protection.

5. Roles and Responsibilities

Managing Director (MD)

- Holds overall accountability for ensuring this policy is in place, implemented and reviewed.
- Is a contact of last resort in non-collection situations where the Area Manager cannot be reached.

Area Manager

- Ensures this policy is understood and implemented at all times across all settings.
- Is a contact of last resort in non-collection situations where the Setting Manager cannot be reached.
- Escalates and informs the MD of an incident or near miss.

Setting Manager / DSL

- Ensures that authorised collector information is collected at registration and kept up to date for every child.
- Manages all non-collection situations personally, or clearly delegates to the Deputy Manager in their absence.
- Makes the decision to contact Children's Services where a child remains uncollected and risk of harm is identified.
- Ensures all incidents of non-collection are recorded and reviewed.

All Staff

- Are familiar with the authorised collector lists for children in their care.
- Do not release any child to an unfamiliar person without confirmation from the Setting Manager and, where applicable, use of the password system.
- Alert the Setting Manager immediately when a collection issue arises.



- Remain calm and child-centred at all times - the child must not be made to feel anxious or at fault.

6. Authorised Collectors and the Password System

At registration, every family provides a list of people authorised to collect their child. This list must include:

- Full name of each authorised collector.
- Their relationship to the child.
- A contact telephone number.
- Password for the child.

Bloom operates a password system for situations where a collector is not known to the practitioner on duty. The password is agreed with the parent at registration and is known only to the family and the setting. A collector who cannot provide the password will not be permitted to take the child until identity and authorisation can be confirmed directly with the parent.

Photographs of authorised collectors are held on file where parents consent to this, to support identification.

Changes to the authorised collector list must be made in writing by the parent or carer and confirmed with the Setting Manager. Verbal instructions to remove or add a collector are not accepted except in genuine emergency situations, in which case the change must be confirmed in writing at the earliest opportunity and the decision recorded.

7. Court Orders and Restrictions on Collection

Where Bloom is made aware that a court order is in place restricting a person's contact with or ability to collect a child, this information is recorded confidentially and flagged to all relevant staff. Bloom will request a copy of the relevant order for the child's file.

Where a person subject to such a restriction attempts to collect a child, Bloom will:

- Refuse to release the child.
- Contact the police immediately if the person becomes threatening or does not leave.
- Contact the parent or carer with parental responsibility without delay.
- Record the incident fully and report to the DSL.

Staff are not required to physically prevent a person from leaving with a child - their safety must not be put at risk. Where a child is taken by a prohibited person, the police must be called immediately on 999 and the DSL informed.

8. Late Collection Procedure

8.1 Immediately After Session End

Where a child has not been collected within 10 minutes of the end of their session:

- A member of staff informs the Setting Manager.
- The key person or designated staff member stays with the child, who is kept calm, comfortable and occupied.
- The Setting Manager or designated staff member contacts the parent or carer on the primary contact number.

8.2 If the Parent or Carer Cannot Be Reached



- All emergency and authorised contact numbers on the child's file are tried in sequence.
- A clear message is left on voicemail or with any person who answers, asking for urgent return contact.
- Times of all call attempts are recorded.

8.3 After 30 Minutes Without Contact

If no contact has been made with any authorised person 30 minutes after the session end:

- The Setting Manager contacts the Area Manager and, if necessary, the MD.
- The child's welfare is assessed - are there any known circumstances that may explain the delay or raise concern?
- A decision is made, led by the DSL, as to whether the situation warrants contacting the Local Authority Children's Services or the police.

8.4 After 60 Minutes Without Contact

If after one hour from the end of the session no authorised person has collected the child and no contact has been made:

- The DSL contacts the Local Authority Children's Services duty team to seek advice and report the situation.
- The police are contacted if there is any reason to believe the child is at risk.
- The child is not left alone - at least two members of staff remain with the child at all times.
- The child is cared for at the setting until a safe handover can be made.

9. Handing a Child to a Previously Unknown Collector

Where a parent contacts the setting to say that an unfamiliar person will collect their child:

- The parent must provide the person's full name and, where possible, a description.
- Bloom will ask the parent to set or confirm a password for that collection.
- On arrival, the collector provides the password and their name. Staff check these match what the parent provided.
- The collector may be asked to show photo identification.
- The handover is recorded in writing.

No child is released to any person under the age of 16 without prior written agreement from the parent and confirmation from the Setting Manager.

10. Recording Non-Collection Incidents

Every non-collection or late collection incident is recorded using Connect system (or the Accident / Incident Report B0007 if Connect is unavailable), including:

- Time the session ended.
- Time(s) contact was attempted and with whom.
- What was communicated at each contact.
- Time of collection and by whom.
- Any concerns noted about the child's welfare or the family's circumstances.
- Any referral made to Children's Services or the police, and the outcome.

Records are held on the child's file. Repeated incidents are escalated to the DSL, who considers whether a referral to Children's Services is appropriate under the Safeguarding and Child Protection Policy (B0027).

11. Related Documents



- Safeguarding and Child Protection Policy (B0027)
- Lost / Missing Child Policy (B0062)
- Signing In/Out Policy (B0060)
- Admissions Policy (B0030)
- Safeguarding Concern and Referral Report (maintained on Bloom's Connect system)
- Accident / Incident Report Template (B0007)
- Confidentiality and Data Protection Policy (B0033)

12. Recording and Reporting

Non-collection incidents are recorded as described in Section 10. Patterns or repeated incidents are reviewed at the next Managers H+S Meeting (B0056). Any incident with a safeguarding dimension is reported to the Governance H+S Meeting (B0057) and handled in line with B0027.

13. Policy Review

This policy is reviewed annually or sooner following any non-collection incident with a significant safeguarding dimension, any change in EYFS statutory requirements, or local safeguarding guidance.

14. Policy Approval and Sign-Off

Managing Director / Duty Holder	Mark Johnson		1 st October 2026
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