

Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session/day, and there has been no contact from the parent/carer, or there are concerns about the child's welfare, the playgroup puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive 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.

Procedures

- Parents/carers of children starting at the playgroup are asked to provide the following specific information which is recorded on our Admission Form:
 - Home address, email address, mobile telephone number, and home telephone number (if applicable) - if the parents/carers do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents/carers to collect their child from the playgroup, for example a childminder or grandparent.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting the child. The new person will be asked to provide their photo ID to verify who they are.
- Parents/carers 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 measures. We provide parents/carers with our contact telephone number.
- Incidents of late collection will be recorded and discussed with parents/carers at the earliest opportunity. Parents/carers will be informed that late collection may result in charges to cover the additional wages of the staff staying with their child. Persistent late collection will be monitored by the Committee, who will take appropriate action which may include as a last resort the loss of the child's place at playgroup.
- We inform parents/carers that we apply our Child Protection procedures in the event that their children are not collected from playgroup by an authorised adult within one hour after the playgroup has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home, on their mobile or at work.
 - If this is unsuccessful, the emergency contacts or other adults who are authorised by the parents/carers to collect their child from the playgroup, and whose telephone numbers are recorded on the Admission Form, are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Admission Form or in their file.
 - If no-one collects the child after 30 minutes or after the setting has closed and there is no named contact who can be contacted to collect the child, we apply the procedures for Uncollected Children.
 - We contact our local authority children's social care team: **0345 045 5203**
 - If the children's social care team is unavailable, or as our local authority advise, we will contact the local police.
 - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
 - The child stays at playgroup in the care of two fully-vetted workers until the child is safely collected either by the parents/carers or by a social care worker, or by another person specified by social care.
 - Social Care will aim to find the parent/carer or relative if they are unable to do so, the child will become looked after by the local authority.
 - Under no circumstances will staff go to look for the parent/carer, nor do they take the child home with them.
 - A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by staff.
- Ofsted may be informed: **0300 123 1231**
- Our local Pre-school Learning Alliance office/Pre-school Development Worker may also be informed. Cambridge & Peterborough Pre-School Learning Alliance - **01954 231751**

Policy adopted: September 2011

Last reviewed: December 2024

Signed:

Name: Emily Steele

Position: Chair