

NON-COLLECTION OF CHILDREN POLICY

Statement of intent

If an authorised adult does not collect a child at the end of a playgroup session, Jellytots Playgroup puts into practice agreed procedures.

These ensure an experienced and qualified practitioner who is known to the childcares for the child safely.

Aim: If an authorised adult does not collect a child, we will ensure that the child receives a high standard of care to cause them 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

1. Parents of children starting at the playgroup are asked to provide specific information which is recorded on our Registration Form, including:

- home address and contact telephone number(s)
- place of work
- address and telephone number (if applicable)
- names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from playgroup, for example a child minder or grandparent
- and information about any person who does not have legal access to the child.

2. On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform staff of how they may be contacted.

3. On occasions when parents or the persons normally authorised to collect the child are not able to collect, they must inform the staff of the collecting person/s name, and security passwords. We also keep on file, where appropriate, photographs of family members/friends that might collect on some occasions.

4. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to initiate back-up procedures. We provide parents with our contact telephone number. We also inform parents that: in the event that an authorised adult does not collect their children from playgroup and the staff can no longer supervise the child in our premises, we apply our child protection procedures as set out in our child protection policy.

5. If a child is not collected at the end of the session/day, we follow the following procedures:

- the Information Book is checked by staff for any changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work; if this is unsuccessful, the adults who are authorised by the parents to collect their child from playgroup - and whose telephone numbers are recorded on the Registration Form - are contacted.

- All reasonable attempts are made to contact the parents/carers; for example a neighbour is contacted or another member of staff visits the child's home.
 - The child stays at playgroup in the care of a fully-vetted member of staff until he/she is safely collected.
 - The child does not leave the premises with anyone other than those named on the Registration Form or the person/s agreed with the parents and the staff member.
 - If no-one collects the child and the premises are closing or staff are no longer available to care for the child, we apply the procedures set out in our Safeguarding and Child Protection Policy. We contact our local authority social services department (01793 466903) and inform Ofsted (0300 1231231) and our local Early Years Consultants. A full written report of the incident is recorded.
6. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Policy Re-adopted 8th October 2025 – R Cockbill Chairperson