

# Wanborough Playgroup

Registered Charity Number 1026150

Ofsted Registration Number: 109096



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## Non-collection of a child

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session, Wanborough Playgroup puts into practice the following procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. If a child is not collected by an authorised adult, we will ensure that the child receives 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 of children starting at Wanborough Playgroup are asked to provide specific information which is recorded on our "Personal Records Form", including:

- Home address and telephone number – if the parents 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)
- Mobile telephone number (if applicable)
- Names, addresses, telephone numbers and signature of adults who are authorised by the parents to collect their child from the setting (e.g. childminder, grandparent or friend)
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child

On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted by verbally informing staff at the beginning of the day (this is written on the door register) or by letter.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, this will be a password that will be recorded on to the door register and signed as correct by the parent.

Parents are informed that if they are not able to collect the child as planned, they must inform us immediately using the playgroup telephone number (01793 790428). We provide parents with our contact telephone number. We also inform parents that – in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises – we apply our safeguarding procedures as set out in our Safeguarding Children and Child Protection Policy

If a child is not collected at the end of the session, we follow this procedure:

- The door register and diary are checked for any information about 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 the setting – and whose telephone numbers are recorded on the “Personal Records 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 “Personal Records Form” or on the door register.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority social care team on: 01793 466903
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker.
- Social Services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, 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 for the additional hours worked by our staff.
- Ofsted may be informed.

This policy was adopted at a meeting of	Wanborough Playgroup
Held on	14 <sup>th</sup> September 2007
Reviewed on	5 <sup>th</sup> March 2009
Name of signatory	Sarah Kennedy
Role of signatory (e.g. chair/owner)	Chairperson
Reviewed on:	26 <sup>th</sup> March 2012
Name of signatory	Kath Liston
Role of signatory (e.g. chair/owner)	Chairperson
Reviewed at a meeting of	Wanborough Playgroup Committee
Held on	31 <sup>st</sup> March 2014
Signed on behalf of the management committee	
Name of signatory	Ali Petherbridge
Role of signatory (e.g. chair/owner)	Chairperson