

# Hemingford Grey Playgroup

## Policy: Non-Collection of Children

January 2015

In the event that a child is not collected by an authorised adult at the end of a session/day, Hemingford Grey Playgroup will put agreed procedures into place. These ensure the child is cared for safely by experienced and qualified practitioners in order to cause as little distress as possible.

Parents of children starting Playgroup are asked to provide specific information which is recorded on our registration form, including:

- Home address and telephone number
- Place of work, address and telephone number of both parents (if applicable)
- Mobile telephone number
- Names, addresses and telephone numbers of any adult authorised by the parents to collect their child from the setting, for example a childminder or grandparent
- Information about any persons who do not have legal access to the child
- Details of anyone who has parental responsibility for the child

On occasions when parents are aware that they will not be at home or in their usual place of work, they must record how they can be contacted in our collection book and the details of any other person who may be contacted in lieu of this.

On occasions when parents, or the persons normally authorised are not able to collect the child, they must record the name and telephone number of the person who will instead be collecting their child in our collection book. Parents must provide a 'unique password' which will be recorded on the child's registration form. This will be used to verify the identity of the person coming to collect the child.

Parents are informed that if they are unavoidably delayed and not able to collect the child as planned, they must inform us so that we can begin back-up procedures. We provide parents with our telephone number. We also inform parents that in the event that their child is not collected from playgroup by an authorised adult we will apply our child protection procedures as set out in the Child protection Policy.

If a child is not collected at the end of a session/day, we take the following steps:

- The collection book is checked for any information about changes to the normal 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 registration form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child **will not** be allowed to leave the premises with anyone other than those named on the registration form or in possession of the 'unique password'.

If we have not been able to make contact with parents or other authorised adults after 45 minutes, we apply our child protection procedures:

- Cambridgeshire District Contact centre are contacted (0345 045 5203).
- The police are informed.
- The child remains at playgroup in the care of staff until he/she is safely collected by the parents, police or social workers.
- Under no circumstances will staff go to look for the parents, nor will they take the child home with them.
- A full written report of the incident will be recorded in the child's file.
- Ofsted may be informed (0300 1231231).

Depending on the circumstances, we reserve the right to charge parents for additional hours worked by staff.

This policy was adopted at a meeting of Hemingford Grey Playgroup Committee, held on 27<sup>th</sup> April 2010, and reviewed at a meeting held on 14<sup>th</sup> December 2011 and 13<sup>th</sup> January 2015.

Signed by the chairperson on behalf of the Committee:

..... (Chairperson's name - block capitals)

..... (Chairpersons signature)

..... (Date)