



St. Mary's Playgroup

Collection and Non-Collection of Child Policy & Procedures

Policy statement of intent

In the event that a child is not collected by an authorised adult at the end of a session the setting puts into practice agreed procedures. This ensures that the child is cared for safely by an experienced practitioner who is known to the child. 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 child will be properly cared for.

Collection Procedures

- Parents of children at St. Mary's 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
 - Mobile telephone numbers
 - Names, address and telephone numbers of two emergency contacts who are authorised by the parents to collect their child from the setting, should the parents not be available.
 - Information about any person who does not have legal access to the child
 - Who holds parental responsibility for the child
- Passwords can be set up for children so that we have a secure system for when a child is going to be collected by someone other than their parent(s).
- Please ensure that the password is given to the person collecting your child as they will need to give this password and sign the collection book to enable us to release your child to them.
- If you are not going to be able to collect your child at the end of a session or there are changes regarding who is collecting your child you **MUST** inform Playgroup so that we know the name of the person who will be collecting your child. We will only release your child to the named person when they provide the correct password and sign the collection book.

Non-Collection of Child Procedure

If a child is not collected at the end of a session, the following will apply

- We will attempt to contact the parents at home, work or their mobile phone
- If this is unsuccessful we will try to contact the emergency contacts recorded on the child's registration form.
- All reasonable attempts will be made to contact parents or emergency contacts.

- If after one hour the child has still not been collected, we will contact social services and follow their advice.
- The child will stay at the setting in the care of two employees until the child is collected by an authorised adult.
- A written report of the incident will be recorded and kept in the child's file.
- Depending upon circumstances we reserve the right to charge parents for the additional hours worked by staff.

We ask that you please try to pick up your child on time at the end of their sessions. Children can become very distressed when their parents arrive late.

If parents continue to be late on a regular basis, Playgroup will charge £10.00 for every 15 minutes past the end of their session.