

NON-COLLECTION OF CHILDREN POLICY

Amendment History

Revision	Author	Description of change	Date updated
1	Karen Walls	Amendment history added	August 2006
KASC policy	Carol Hooper	Adapted from adopted Kineton Playgroup policy	August 2006
KASC policy, 1	Carol Hooper	Following discussion with Jane Moffatt (Kineton Primary School Head teacher) and at KASC staff meeting 07 February 2007	February 2007
2	CH/SM	Amend general wording so Playgroup policy conforms with KASC policy	March 2007
3	CH/SM	Merge KASC and Playgroup policies; update footer	March 2008
4	CH/ SM	Amendment to wording – ref to parental responsibility and legal contact; change to Ofsted contact number	March 2009
5	CH/AF	No change	Jan 2011
6	CH/HS	Updated telephone numbers	March 2012
7	CH/HS	Reviewed, no changes	June 2013
8	CH	Reviewed, no changes	January 2015
9	CH	Replace local children's board with MASH	November 2016
10	CH & SF	No substantive changes	February 2018
11	CH & SF	Reviewed, no changes	January 2020
12	CH	Reviewed, no changes	July 2022
13	CH, TH & XF	Removal of requirement for addresses provided additional emergency contacts to accord with developed practice following GDPR	July 2023

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Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session, Playgroup and/or KASC 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.

Aim

In the event that 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. Parents/carers are informed of these 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 Playgroup or KASC are asked to provide specific information which is recorded on the Registration Contract, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - who is authorised to collect a child after each session, or who may be contacted in an emergency, including names, and telephone numbers; and
 - names and details of all people with parental responsibility for or legal contact with the child; parents are asked to notify of any court orders or other reasons why specified people may not have contact with the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, new contact details can be recorded in the diary system and on the day list.
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name and telephone number of the person who will be collecting in the diary. Identification of the person who is to collect the child will be verified. A password system can be used if required by parents.
4. If parents are not able to collect the child as planned, they must inform the setting as soon as possible so that back-up procedures can begin. Parents are informed of the setting's landline number, and other back up emergency numbers, both landline and mobile. Parents are also informed of the procedures followed in the event that their children are not collected by an authorised adult and the staff can no longer supervise the child on the setting premises.

5. Parents are reminded regularly (eg in newsletters) to update all contact information. It is the responsibility of parents to keep all details up to date, not for Kineton Playgroup Ltd to seek updated information.
6. If a child is not collected at the end of the session, the following procedures are applied:
 - the diary, emails and all phone messaging services are checked for any information about changes to 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, and whose telephone numbers are recorded on the Registration Contract, 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 the setting in the care of two members of staff until the child is safely collected
 - the situation is reported to the manager and the Chair of Kineton Playgroup Ltd
 - the child does not leave the premises with anyone other than those named on the Registration Contract, diary system or otherwise notified by the child's parent (eg by using the password system)
 - in the case of adverse weather or traffic conditions, contact is made with the local police to check on the situation
 - if no-one collects the child and the premises are closing or if members of staff are no longer available to care for the child, the procedures set out in our Safeguarding Statement and Child Protection Policy are applied;
 - contact is made with the Warwickshire Multi Agency Safeguarding Hub Childrens and Families front door on **01926 414144** or out of hours **01926 886922**; and Ofsted are informed: telephone number **0300 1231231**
 - a full written report of the incident is recorded