



Late Collection and Non-Collection Policy

EYFS: 3.73

At WildTime playgroup we expect all parents to agree an approximate time to collect their child from the playgroup. We operate a soft start in the mornings and a social end of the day collection where parents are welcome to spend some transition time interacting with their children in the setting. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the playgroup in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the playgroup as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the playgroup of this person's identity so the playgroup can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the playgroup staff, the parent must provide a detailed description of this person. This designated person must know the individual child's safety password in order for the playgroup to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the playgroup half an hour after the official end of session we initiate the following procedure:

- The playgroup team leader (Dominic Miles) will be informed that a child has not been collected
- The playgroup manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the playgroup will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The playgroup will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

This policy was adopted on	Signed on behalf of the playgroup	Date for review
<i>[Insert date]</i>		<i>[Insert date]</i>

