

Twyford Playgroup Uncollected Child Policy

Signed by Manager – Rachel Knott

Signed by Chair of Committee – Melissa Simpson

Date Ratified – February 2025

Date for Review – February 2026

If a child is not collected by an authorised adult at the end of their registered hours at our setting, we follow procedures which ensure the child is cared for safely by a qualified practitioner. Parents and carers are informed of these procedures so they know what will happen if they are unavoidably detained.

Ensuring contact details are full and correct:

When children start at our setting parents or carers are asked to provide full and correct contact details for themselves and those authorised to collect their child. They are asked to keep the information they give us up to date. They are asked to inform us if there is a change to the people who have legal access to the child (See Information, Records and Confidentiality Policy).

Informing us of changes to usual collection routine:

We ask parents or carers to inform us in writing (an email or text is acceptable) if there will be a change to the usual routine for collecting their child, for example if they are going to be early or have arranged for another adult to pick up. We agree with them how to verify the identity of the person collecting their child. If a parent or carer is unexpectedly delayed and will be late picking up, we ensure they understand that they must phone us in session to advise us of this and of how late they will be, or what other arrangements they have made. We ensure parents have our contact phone number for this purpose. This is important for staffing arrangements and the child's peace of mind.

When a child remains uncollected:

If a parent or carer does not collect their child as planned and does not contact us to explain why our procedure is as follows:

1. Two vetted practitioners must remain with the child at all times until they are collected.
2. 10 minutes after the session closes the practitioners will try phoning the parent, carer or adult authorised to collect the child that day. If this is unsuccessful the child's emergency contacts will be called to collect the child. All reasonable attempts are made to reach these adults.

Playgroup reserves the right to charge parents for the extra time children are left in our care.

3. If this is unsuccessful the practitioners will remain with the child, phoning the contacts every 15 minutes for up to an hour.
4. After an hour the practitioners will contact Children's Services (see Safeguarding Policy) and remain with the child until they are collected by a social care worker. Children's Services will attempt to find the child's parent or carer. If they are unable to do so the child will become Looked After by the local authority.
5. We make a written report of the event which is kept on record. Ofsted and Services for Young Children will be informed.
6. Depending on the circumstances we reserve the right to charge parents for additional time worked by staff remaining with an uncollected child.

Measure practitioners may not take:

We do not allow a child to remain alone with one practitioner (see Safeguarding Policy). We do not allow a child to leave our setting with an unauthorised adult. Under no circumstances will practitioners go looking for a parent or carer, nor will they drop a child off at another person's house, neither will they take a child home with them.