



Ladybird Playgroup Thriplow CIO – Non-collection of Children Policy

School Lane, Thriplow, Royston, Herts, SG8 7RH

CIO Charity Number 1162435

Tel: 01763 208055 Email: ladybirdplaygroupthriplow@gmail.com Web: www.ladybird-playgroup.co.uk

Non-collection of Children Policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session/day, Ladybird Playgroup Thriplow CIO activates 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. We inform parents/carers of our procedures so that if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

Parents of children starting at the Ladybird Playgroup Thriplow CIO are asked to provide specific information which is recorded on our Registration Form, including:

- home address and telephone number. If the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
- place of work, address and telephone number (if applicable);
- mobile phone number (if applicable);
- names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the Ladybird Playgroup Thriplow CIO, for example a childminder or grandparent;
- information about any person who does not have legal access to the child; and
- who has parental responsibility for the child.

Parents/carers are advised when children start at Ladybird Playgroup Thriplow CIO that on Monday to Friday the day ends at 3.15pm, after which the use of the building changes to After School Club (ASC).

To ensure the safe exit of the children from playgroup, Ladybird parents and carers are required to collect their children between 3pm and 3.15pm (Monday to Friday). All children MUST be collected by 3.15pm.

If parents/carers are delayed for any reason e.g., held up in traffic, they are required to phone Ladybird Playgroup Thriplow CIO staff on 01763 208055 as soon as it is possible to do so safely.

Where a parent or carer is late collecting a child, this can result in additional costs to Ladybird Playgroup Thriplow CIO, i.e. paying staff overtime. It can also be problematic as the building is usually required for After School Club from 3.15pm. If a parent or carer arrives after 3.15pm (even if they have informed Ladybirds in advance) they will incur a late notice fee of £10.00 for every 15 minutes they are late. The time will be taken



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from the clock at Ladybird Playgroup Thriplow CIO. The late fee will contribute towards the costs incurred by Ladybird Playgroup Thriplow CIO. Parents/carers will be billed for this late payment at the end of month.

On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our diary.

On occasions when parents or the persons normally authorised to collect the child are unable to do so, they record the name, address and telephone number of the person who will be collecting their child in our diary. We agree with parents how the identification of the person who is to collect their child can be verified.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to follow back-up procedures. We provide parents with our contact telephone number. We also inform parents that, in the event that their child/children are not collected from the Ladybird Playgroup Thriplow CIO by an authorised adult and the staff can no longer supervise the child on the premises, we will have to apply our child protection procedures as set out in our 'Child Protection Policy and Safeguarding Policy.

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

- i. The diary is checked for any information about changes to the normal collection routines.
- ii. If no information is available, parents/carers are contacted at home or at work.
- iii. 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.
- iv. All reasonable attempts are made to contact the parents/ carers. This will include, for example, contacting a known neighbour or a member of staff will visit the child's home address.
- v. The child stays at the Ladybird Playgroup Thriplow CIO, in the care of two appropriately qualified and DBS cleared workers until the child is safely collected.
- vi. The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book.
- vii. If no-one collects the child within 30 minutes of their expected collection time and the Ladybird Playgroup Thriplow CIO is closing or staff are no longer available to care for the child, we will apply the procedures set out in our Child Protection Policy and Safeguarding Policy.
- viii. We contact the South Cambridgeshire and Cambridge City Social Care Team (telephone number 0345 045 5203 or out of hours 01733 234724) requesting assistance and inform Ofsted (telephone number 0300 123 1231) and our local Early Years Learning Alliance office/Pre-school Development Worker (telephone number 01954 232327).
- ix. If the children's social care team is unavailable we will contact the local police (01223 497648 (Sawston) or 101) or the out of hours duty officer (01733 234724).
- x. After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.



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- xi. The child stays at the Ladybird Playgroup Thriplow CIO in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker or another person specified by social care.
- xii. Under no circumstances do staff go to look for a parent or take the child home with them.
- xiii. Social services will aim to find the parent or relative. If however they are unable to do so the child will be admitted into the care of the local authority.
- xiv. A full written report of the incident is recorded in the child's file.
- xv. Ofsted may also be informed (0300 123 1231).
- xvi. The local Early Years Alliance office/Development Worker may also be informed (01954 231751).
- xvii. The Early Help Hub may also be informed (01480 376 666)

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| This policy was adopted at a meeting of the Ladybird Playgroup Thriplow CIO | |
| Held on (date) | |
| Signed on <i>behalf</i> of the Ladybird Playgroup Committee | |
| Role of signatory (e.g. chairperson etc.) | |
| Signed by Playgroup Leader/Deputy | |
| Name of Playgroup Leader/Deputy | |