

## **NON-COLLECTION OF CHILD POLICY.**

**Please also refer to our safeguarding policy**

### **Statement of Intent**

In the event that a child is not collected by an authorized adult at the end of a playgroup session/day, playgroup 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.

### **Procedures**

If a Parent/Carer fails to collect a child, staff will then follow the procedures laid out below:

1. Allow 15 minutes after the end of the session and then collect the registration documents with the contact numbers
2. Phone the home contact number and/or mobile number given.
3. If there is no reply, the next names and numbers given will be called until a reply is obtained.
4. If no adult can be contacted (NB: Children will NOT be handed over to anyone under the age of 16 years old), the child will remain in the Playroom with the Supervisor and another member of staff until contact is made. The child does not leave the premises with anyone other than those named on the registration form or sign in book unless the parent/carers has given specific instructions that this can happen;
5. The Supervisor will wait for 30 minutes.
6. Parents are to be advised that if the child is not collected after 30 minutes and no contact has been made then the Supervisor will telephone Wiltshire Social Services.

7. Persistent lateness in collecting a child may jeopardise his/her place at Playgroup.
  
8. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
  
9. A full written report of the non-collection is recorded in our concerns file.