

# Melbourn Playgroup and Out of School Club Policies

## 3. Late Collection and Uncollected child

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
  - 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.
  - address and telephone number.
  - Mobile telephone number (if applicable).
  - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.
- 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 take back-up measures. We provide parents with our contact telephone number.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - The child's file is checked for any information about changes to the 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 from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.

- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's social services care team, following the Local Safeguarding Children Board procedures (*see Safeguarding policy for further details*).
  
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

- Ofsted may be informed:

**0300 123 4234**

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

## Late Collection

- Late collection occurs when a parent/carer does not collect their child at the end of the session.
- We do appreciate that emergencies happen and we will do our best to support parents/carers, however, in all but extreme circumstances a late charge will apply, as we still need to pay staff to stay and care for the child. These charges are to cover staff overtime as 2 members of staff have to remain on the premises until the child/children are collected and also to ensure that the staff:child ratio remains adequate at all times .
- From October 2010 the charge will be £5.00 per child for every 10 minutes that the parent/carer is late, as shown on setting clocks. After 6pm the charges will be £5 if collected before 6:15pm and £15 after 6:15pm.
- If the parent/carer has an emergency whereby they are unable to collect their child on time, at the end of the session, the setting leader must be informed immediately. (If a parent/carer is incapacitated e.g. serious illness, car accident etc. we accept that you may be unable to inform staff of the situation immediately.)

This policy was reviewed and adopted at a meeting of

Melbourn Playgroup and Out of  
School Club CIO Management  
Committee

Held on

19/09/18

Date to be reviewed

2019-20 cycle

Signed on behalf of the management committee

Names of signatories

Lisa Bamber & Janet Cottenden

Role of signatory (e.g. chair/owner)

Co-Chairs