Non-collection of children policy

This policy will be reviewed on an annual basis

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session, the Club puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified playleader/playworker 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 continues to receive 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 cared for.

Methods

- Parents of children starting at the Club are asked to provide specific information which is recorded on our Registration Form, including:
  - home address and telephone number;
  - place of work 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 Club, for example a grandparent;
  - information about a parent who does not have legal access to the child; and
  - information of person who has parental responsibility for the child.
- When a child is registered, parents/carers are given a unique PIN (Personal Identification Number). If any person not known to the playleader/playworkers who is collecting a child, this PIN must be quoted. In the event that this person does not know the PIN, permission will not be given to take the child. Parents are telephoned to establish identification.
- 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 procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from Club by an authorised adult and the playworker/playleaders can no longer supervise the child on our premises - we apply our safeguarding of children procedures as set out in our Safeguarding of Children Policy.
- If a child is not collected at the end of the session, we follow the following procedures:
  - If no information is available, in the child's Chronology or register about changes to collection, 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 Club - and whose telephone numbers are recorded on the Registration Form - are contacted.

- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or those who we have been advised about and who knows the child's PIN.
- 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 Landscore's Head Teacher or Deputy Head Teacher
- We contact **Out of hours Emergency duty service 0845 6000 388** (5pm-9am – Mondays to Thursday, 4pm-9am Friday and at weekends and public holidays).
- The child stays at Club in the care of two playleaders/playworkers until the child is safely collected either by the parents or by a social worker.
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- **Under no circumstances are playleaders/playworkers to 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 playleaders/playworkers.
- Ofsted may be informed (telephone number 0300 123 4666).
- Early Years Sufficiency and Welfare Advisor (EYSWA) **Helen Stephenson** Helen.stephenson@devon.gov.uk Early Years Quality and Inclusion Partner (EYQIP)Early Years Consultant **Karen Salter** Karen.salter@devon.gov.uk
- In accordance with Article 3 (UNCRC 1989) all actions concerning the child should take full account of his or her best interests. The State is to provide adequate care when parents or others with responsibility fail to do so.
- In accordance with Article 19 (UNCRC 1989) the state has an obligation to protect children from all forms of maltreatment perpetrated by parents or others responsible for their care, and to undertake preventative and treatment programmes in this regard.

This policy was adopted at a meeting of Pippins Pre-school

Held on Wednesday 30th September 2026

Signed on behalf of the Management Trustee Directors _____

Role of signatory (e.g. chair etc.) Chair

Commenced 2011 Reviewed 26.5.26