



We demonstrate tolerance and respect through child-led play

The Non Collection of Children Policy

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The Non Collection of Children Policy

1 Scope & Purpose

- 1.1 To ensure that any child who is not collected by an authorised adult at the end of their session is cared for safely by an experienced and qualified practitioner who is known to the child.
- 1.2 To minimise distress to the child through kind and attentive care while they wait to be collected.

2 Outline

- 2.1 Parents of children starting at Croft Playgroup 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 close family member, neighbour or significant trusted adult;
 - Place of work, address and telephone number (if applicable);
 - Mobile telephone number (if applicable);
 - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent; and
 - Information about any person who does not have legal access to the child.
- 2.2 On occasions when parents are aware that they will not be at home or in their usual place of work, they ensure that they let the admin team and/or a member of staff know when dropping of their child for their session.
- 2.3 On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child.
- 2.4 We agree with parents how the identification of the person who is to collect their child will be verified. All children have a password which all adults collecting children should know. Staff do not release children without the use of the password.
- 2.5 We ask that if parents or carers are not able to collect the child as planned, they inform us as soon as possible. We provide parents with our contact telephone number and email address.
- 2.6 If a child is not collected at the end of the session/day with no prior information or warning from parents or carers, we follow the following procedures:
 - 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 pre-school, and whose telephone numbers are recorded on the registration form, are contacted;



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- All reasonable attempts are made to contact the parents/carers, for example another member of staff visits the child's home or a neighbour is contacted;
- The child stays at playgroup in the care of two members of staff with appropriate safeguarding training until the child is safely collected;
 - The child does not leave the premises with anyone other than those named on the registration form or previously agreed with the child's main carer or guardian;
 - If no-one collects the child and the premises are closing after 30 minutes, or staff are no longer available to care for the child, we apply the procedures set out in our Safeguarding and Child Protection Policy. Staff should call 'Contact Swindon' (the local safeguarding contact point for all children's services and safeguarding concerns) on 01793 464646 and inform Ofsted on 0300 123 1231;
 - A full written report of the incident is recorded;
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff;
 - A late collection fee of £9 per 15 minutes may be charged.

This policy was adopted by Croft Playgroup

Signed on behalf of the Croft Playgroup

Croft Playgroup Committee

Croft Playgroup Managers

Print Name: Jason Adams

Print Name: Michelle Barrow, Helen Dearlove

Signed.....

Signed.....

Dated.....

Dated.....

Date policy to be reviewed: March 2026 or earlier if required