

3. ARRIVAL and COLLECTION OF CHILDREN

Policy Statement

On arrival and collection of a child, staff watch the children so that they can identify any concerns. In the event that a child is not collected by an authorised adult at the end of a session/day, the setting 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. 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

Daily routine

- Systems are in place for the safe arrival and departure of children.
- Children must remain with their parents until Feltwell Playgroup opens for children to arrive at 9.00am or 12.30pm.
 - Gates open from 8:50am to 9am so everyone can wait safely on the playground
- It is the responsibility of the parents to ensure their child is kept safe whilst waiting to enter or when leaving the building. Parents should not allow their child to climb on the gates leading to the playground or on the play equipment.
- Parents and children should wait on the playground, children must not be allowed to play on any equipment and must remain with their parent at all times
- At 9am and 12.30pm the door will be opened by a member of staff and children are called to enter.
- Children will be welcomed in, helped with coats and bags then asked to wash their hands before sitting down
- Parents/carers can talk to the member of staff to pass on important information
- If parents/carers need more time to talk to staff this can be arranged either straight away or at a convenient time
- At the end of the day, the gate is opened at 2.55pm, parents/carers should arrive on time and wait on the Playground
- The back door will be opened and the children called in turn to go to their parent/carer
- for children leaving at 11.30am and 12.30pm the gate is opened at those times and the child taken directly to the parent

Security

- Parents are not allowed to use their phones on the premises this includes on the playground, posters are displayed to inform them of this. All visitors and parents are asked to leave their phones in the kitchen when they visit the setting. Any Air tags brought into the setting are put away in the child's bag in the cloakroom.
- Children must arrive within 10 minutes of registration time (unless otherwise agreed) as the premises are then locked up.
- Children's arrivals and departures are recorded.
- It is the parent/carers responsibility to make sure that their child is collected promptly at the end of each session. Parents should arrive before or at 11.30am, 12.30pm or 3.00pm.
- If someone arrives to pick up a child and that person is deemed by staff to be 'unfit' (i.e., appears to be under the influence of alcohol or drugs) steps will be taken to ensure the child's safety by:

- if person collecting does not have parental responsibility someone who does will be called and child will not be able to leave until that parent has arrived or another adult identified by the parent collects the child;
- if person collecting has parental responsibility staff will support them in deciding whether they are capable of taking their child at that time and if necessary, our Safeguarding Policy will be followed.
- If someone arrives to drop off or pick up a child and if staff suspect they have recently been under the influence of drugs or alcohol (i.e. smell heavily of alcohol or cannabis/marijuana/hash etc), the person will be spoken to by the manager and any communication will be logged. This will also be the procedure if staff smell alcohol or drugs on any of the children or their belongings.

Recorded information

- Parents of children starting at Feltwell Playgroup are asked to provide the following specific information which is recorded on the child's personal information form:
 - Home address and contact telephone number – landline or mobile. (If the parents do not have any type of telephone an alternative number must be given. i.e. a neighbour or relative);
 - Names of anyone that has parental responsibility for the child;
 - Names of adults the child lives with (1st guardian/2nd guardian);
 - Each parent's occupation;
 - Each parent's mobile telephone number (if applicable);
 - An alternative emergency contact number;
 - Names of up to four other adults who are authorised by the parents to collect their child, for example a childminder, grandparent or friend;
 - Information about any person who is not to have any access to the child.
- On any occasions when parents know that they will not be contactable on their usual telephone numbers, they must inform us in writing of how or who should be contacted.
- On occasions, when parents or authorised persons are unable to collect their child, they must provide us (at the start of the session if possible) with the name and telephone number of the person who will be collecting their child and sign to say that this information is correct. We agree with parents how to verify the identity of the person who is to collect their child by providing the parent with a random password which they must convey to the collector. The 'collector' will be asked for the agreed password and to sign the book when they pick up the child.
- Parents are informed that if in an emergency no-one is able to collect the child as planned, they must inform us as soon as possible so that we can work out a back-up plan. We provide parents with our contact details.
- Staff never let a child go with someone not known to them.
- If on rare occasions when we have been informed that an unfamiliar person will be picking up a child, the child refuses to go with the nominated collector and becomes distressed, the parents will be contacted for further advice.

Late collection & Late arrival

- Late collection occurs when a parent/carer arrives after 11.30am, 12.30pm or 3.00pm. 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 still apply as we still need to pay staff to stay and care for the child.
- We reserve the right to charge parents/carers for late collection. These charges are to cover staff overtime as 2 members of staff have to remain on the premises until the child is collected.
- The current charge for late collection is £5.00 per child for every 5 minutes (or part thereof) that the parent/carer is late, as shown on the Playgroup clocks. These are GMT accurate and are checked once a term against the speaking clock.
- Late arrival occurs when a parent/carer arrives after 9am or 12:30pm. We do appreciate that emergencies happen and we will do our best to support parents/carers. In these circumstances we would require for parents to contact us to let us know why they would be late and at what they would expect to arrive. If an arrival is later than 10 minutes after the set times, we will ask the parent/carer to bring the child back at their next available session.

Uncollected children

- If a child is not collected at the end of the session we will:
 - Wait for 5 minutes then phone to see if there is a reason for the delay;
 - If no reply the supplied alternative numbers will be called;
 - The child will be kept occupied by a member of staff so that they do not become distressed;
 - Another member of staff will continue to try and contact one of the child's nominated adults;
 - If one of the nominated adults is contacted but is unable to collect, they can nominate someone known to the child to collect on their behalf, but will be given a random password which will need to be relayed back to staff by the collector when they arrive.
 - If staff are unable to stay and the adult:child ratio can't be adhered to, a committee member will be contacted and asked to come an relief the member of staff.
 - If after 30 minutes the child has still not been collected or the parents contacted, staff will seek advice from Norfolk Children's Services on 0344 800 8014 and possibly try and contact other known friends or family of the parents;
 - The child will stay at the setting in the care of the chairperson and a staff member 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, but if they are unable to do so, the child will become looked after by the local authority.
- 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 on 0300 123 1231 and our local development worker may also be informed.

This policy was adopted by

Feltwell Playgroup

On

03.02.2026

Date to be reviewed

(on or before) 03.02.2027

Signed on behalf of the provider

J.I.

Name of signatory

Jonathan Irving

Role of signatory (e.g. chair, director or owner)

Committee Chairperson

Report to be completed when a parent/guardian fails to collect a child

• Name of childcare setting: <i>Feltwell Playgroup</i>		
• Address: <i>The W.I. Hall, The Beck, Feltwell, Thetford, Norfolk. IP26 4DB</i>		
• Telephone number: <i>07582371984 at setting</i>		
• Name of child: / F	Date of birth:	M
• Address:		
• Telephone number:		
• Name of parent/guardian:		
• Name of person who should have collected child:		
• Any other emergency contact:		
• Date of incident:		
• Time child should have been collected:		
• Uncollected Child Procedure followed: detail attempts (name and time) at contact:		
• Name of person contacted at Norfolk Children's Services (0344 8008014):		
• Time informed:		
• Information/ advice received from Norfolk Children's Services:		
• Follow up action:		
• What happened next:		
• Signed:	Print Name:	Date:

- Follow up actions carried out:

- Reason for non-collection:

- Reasons for unobtainable contacts:

- Children/staff/parents/guardian supported:

- Signed by staff member:

- Print name:

- Signed by Parent/Guardian where possible:

- Print name:

- Date: