

West Green Playgroup



Late Collection of Child

Welfare Standards: Safeguarding and promoting children's welfare

The West Green Playgroup has procedures and documentation in place to ensure that parent's and those responsible adults collecting children are fully informed of our session periods and opening and closing times.

Parents as Partners

To support this partnership the playgroup expects parents and carers to:

- Notify staff in writing or verbally if there is a possibility that they may be late in collecting.
- Phone the playgroup if they are or expected to be delayed.
- Update key contact details when changes to addresses or phone numbers occur.

Procedure and Penalty for late collection from sessions:

- Doors will be opened at 11:55am for morning collections 3:55 for afternoon collections and 5:55 for tea club. Parents must collect their child by 5 minutes passed the hour. Thereafter a fee will be incurred for every 5 minute slot that the child remains in our care. The fee for late collection is £10.00 per 5 minute slot. i.e. if you are 8 minutes late you will be charged £20.00.
- The staff will endeavour to contact the parents at 12:05pm for mornings 4:05pm for afternoons and 6:05 for tea club. They will also attempt to contact the emergency contact person if they fail to reach the parents.
- If the child remains uncollected and no contact can be made with those listed on the child's registration form, we will have no alternative than to contact the local children's social care team and follow the procedure as set out in our Uncollected Child Policy.