

St Nicolas Playgroup

Collection and Failure to Collect Policy



1.0 Collection procedure

We will only release a child from our care to adults who have permission to collect. If the main parent/carer is not the person collecting, we will need notice that another responsible adult is collecting. A name will be requested and a description. They will need the password in order to take the child away from the setting.

1.1 Taplow site

Collection will be from the playgroup top room. A member of staff will open the gate to allow parents/carers to line up by the door. Children will be called to the top room by a member of staff. Children will locate their belongings and exit via the top room fire exit door. Care should be taken when leaving playgroup as the carpark and road can get very busy. Children running along the path may not be seen by cars leaving the carpark.

1.2 Dorney site

Collection will be from the main front door. A member of staff will be stationed by the door to take the name of the child to be collected. The child's belongings will be stored on pegs by the door ready to go home. The child will be brought to the door by a staff member. Care should be taken leaving the site as it opens onto a busy car parking area.

2.0 Failure to collect

In the case of failure to collect or extreme lateness by parent or carer, a member of staff will sit calmly with the child reading a book and reassuring the child whilst the other staff are tidying away. Staff will try to contact the parents/carers using all the emergency numbers made available on registration documents. If this is not successful after a few attempts, the duty officer at social services will be contacted. At least two members of staff will remain on-premises with the child until one of the relevant authorities arrives and will ensure that all information needed is passed over. If the child is distressed and asked to by the authorities the supervising member of staff or deputy will remain with the child to help keep them calm.

2.1 Lateness

In the case of persistent lateness by the parent or carer to collect, they will be approached by staff to explain the correct collection time and that this situation upsets the child who is eagerly awaiting their parent/carer.

Parents are asked to contact us if possible; to warn us of them being late. This helps us to reassure the child.

If after repeated lateness and pre-warning from the manager parents will be charged a session fee.

St Nicolas Playgroup (Taplow), The Reading Rooms, Taplow Village Centre, Taplow, SL6 0EX

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Ofsted will be notified of any instance of failure to collect after the event.

This policy was adopted at a meeting held at the playgroup on February 3rd 2022

This policy was reviewed by:	The Manager	Signed
On:	Date: 21 August 2025	VE Evans
Date of next review:	Date: 21 August 2026	