



1.4 Uncollected Child Policy

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will 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 properly cared for.

Procedures

- Parents / carers are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form:
 - Home address and telephone number - if the parents / carers do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Work contact phone number (if applicable)
 - Mobile telephone number
 - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- On occasions when parents / carers are aware that they will not be at home or in their usual place of work, they must inform us in writing of how they can be contacted.
- On occasions when parents / carers, or the persons normally authorised to collect the child, are not able to collect the child, to provide Bizzy Bees with written details of the name, address and telephone number of the person who will be collecting their child.
- Parents / carers must provide the adult collecting their child with the password given on their registration form to ensure additional safeguarding for the child. Bizzy Bees will ask for this password and will only release the child into their care when the correct password is given.
- Parents / carers are informed that if they are not able to collect the child as planned, they must inform us so that I can begin to take back-up measures. Our contact telephone number is 01234 767785.
- If a child is not collected at their expected collection time, the following procedures will be carried out:
 - The child's file is checked for any information about changes to the normal collection routines.
 - Check with all staff that they have no information to pass on in relation to non-collection of child.
 - If no information is available, 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 - 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 in their file.
 - If no-one collects the child within 45 minutes of their expected collection time and there is no-one who can be contacted to collect the child Bizzy Bees will make contact with the local authority children's social care team on 01234 718700 or out of hours duty officer on 0300 300 8123.
 - If the children's social care team is unavailable, we will contact the local police
 - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
 - The child stays at the setting in the care of two staff members, one of whom will be the manager or deputy manager until the child is safely collected either by the parents / carers, or by a social care worker or by another person specified by social care.
 - Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
 - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
 - We will ensure that the child is not anxious, and concerns are not discussed in front of them.
 - A full written report of the incident will be recorded in the child's file.
- Bizzy Bees reserves the right to charge parents for the additional hours worked as per our pricing policy.
 - Ofsted may be informed (0300 123 1231)
 - The local Authority Bedford Borough Council Early Years team may also be informed (Karen Davis – 01234 276207 or 07717 547420)

Other useful EYA publications

- Working together to Safeguard Children 2018