

Busy Bees Playgroup Uncollected Child Policy

(Cross reference to Child Protection Policy)

In the event of a child not being collected at the correct time for his/her end of session, the child's welfare remains paramount whilst an investigation into the parents/carers whereabouts takes place.

Busy Bees staff will follow the procedure below:

- Always reassure the child that Mummy/Daddy or whoever usually collects will be contacted soon.
- Ensure the child is always comforted and accompanied by a member of staff and is kept occupied and distracted.
- Depending on timing the child may need a snack.
- Check with all staff if any messages have been received, in case a message has not been passed on
- Phone the work/ home/mobile telephone number of the parent/carer who would normally be collecting the child

Phone answered

- If the parent/carer is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the collecting time and inform them that their child was waiting for them
- Inform the child that we are trying to be make contact and update them with any outcome so far, not unnecessarily worrying them if there was a problem

No answer

- If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible arrange collection
- If no answer on these numbers, decide a period to wait in case there was a delay/accident enroute, before trying the numbers again in the meantime
- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary
- A staff member remains with the child, doing all she/he can to reassure the child everything will soon be OK and Mummy/Daddy/Carer will soon be here
- Try the telephone numbers again using a staff member's mobile phone so the landline remains available for parents/carers to get in contact

- Try emergency numbers again
- If still no response from contact numbers and emergency contacts, 30 minutes after the child should have been collected phone The Children's Services Front Door on **01452 426565** for advice and next steps.

Members of staff do not:

- **go off the premises to look for the parents.**
- **leave the premises to take the child home or to a carer.**
- **offer to take the child home with them to care for them in their own home until contact with the parent is made.**

Documenting incident

- Staff make a record of the incident in the child's file. A record of conversations with parents should be made, with parents being asked to sign and date the recording.
- This is logged on the child's personal file along with the actions taken. Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve timekeeping and identify any further support that may be required.

After an Uncollected Child incident has occurred, or a parent/carers is more than 10 minutes late collecting their child, and has not telephoned to inform us, Busy Bees staff will complete an Uncollected Child Form and ask the parents/carers to sign it. The incident will be reviewed at the next staff meeting, discussing what worked well and what was difficult. Where appropriate we will review the Uncollected Child Policy, Busy Bees relevant policies, procedures or Risk Assessments.