

# NON-COLLECTION OF CHILDREN POLICY

## *Statement of intent*

In the event that a child is not collected by an authorised adult at the end of their session, Bishy Barnabees 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.

## *Aim*

In the event that a child is not collected by an authorised adult, 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.

## *Methods*

- Parents of children starting at Bishy Barnabees are asked to provide specific information which is recorded on our Admissions Form, including:
  - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
  - work telephone number (if applicable);
  - mobile telephone number (if applicable);
  - names and telephone numbers of adults who are authorised by the parents to collect their child from Bishy Barnabees, for example a childminder or grandparent;
  - information about any person who does not have legal access to the child; and
  - who has parental responsibility for the child.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect, they record the name and telephone number of the person who will be collecting their child on the reverse of that days register. We agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their child is not collected from Bishy Barnabees by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our child protection policy.
- If a child is not collected at the end of their session, we follow the following procedures:
  - The register is checked for any information about changes to the normal collection routines.
  - If no information is available, parents/carers are contacted at home or at work within 15 minutes of the end of their session.

- If this is unsuccessful, the adults who are authorised by the parents to collect their child from Bishy Barnabees- and whose telephone numbers are recorded on the Admissions Form - are contacted within 30 minutes of the end of their session.
- 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 Admissions Form or in the register.
- If no one collects the child after half an hour and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority social services department on 0344 800 8020 (stating it is a Safeguarding matter) or police to take responsibility.
- The child stays at Bishy Barnabees in the care of two practitioners until the child is safely collected either by the parents, a social worker or the police;
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go and look for the parents, nor do they take the child home with them.
- 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.

This policy was adopted in June 2008, updated July 2015.  
Reviewed March 2017

To be read in conjunction with Admissions Policy & procedure and Charging Policy.