



## **BBUFA Crèche Policy and Procedure for Uncollected Children**

Due to the nature of our crèches, parents are on site and in the same building as the crèche, therefore we expect children to be collected at the end of each crèche without delay. However, should this not occur we will assume an emergency has occurred and will instigate our emergency uncollected children procedures.

If, after 15 minutes, the parent does not arrive or contact us to inform us that there has been a delay, the person in charge will ring all the contact numbers including the emergency contact numbers, on the child's registration form, to seek an alternative authorised collection person.

At all times two members of staff will supervise the child and offer them as much support and reassurance as is necessary.

Staff will not release the child to an unauthorised person unless an authorised person telephones to state that because of an emergency a different person will be collecting the child. The authorised person should give the name and address and a physical description of the person collecting the child so that the person in charge can check this before allowing the child to leave. The person collecting the child and the crèche co-ordinator/deputy should be given a password to use for additional security when collecting the child.

If after 30 minutes the child has still not been collected then the person in charge will ring the Social Services Assessment Team or if it is after office hours the Emergency Duty Team for advice.

In the event of the Social Services being called, and responsibility for the child being passed to a child protection agency, the person in charge will attempt to leave a telephone message with the parent/carer's answerphone, reassuring them of their child's safety, and giving them a contact number to enable them to ascertain their child's whereabouts.

In the event of Social Services advising that we should involve the police, we will work closely with the police, to enable them to resolve the situation.

Under no circumstances will a child be taken to the home of a member of staff, or away from the crèche, in the course of waiting for them to be collected at the end of the session.

The child will remain in our care until they are collected by the parent, carer, designated adult, or alternatively placed in the care of Social Services.