



A BREATH OF FRESH AIR

## Uncollected Children Policy

Bidbor'Out! endeavours to ensure that all children are collected by a parent, guardian or designated person at the end of each session. If a child is not collected, and Bidbor'Out! has *not* been notified that they will be delayed, we will follow the procedure set out below:

### Up to 15 minutes late

- When the parent, guardian or designated person arrives they will be reminded that they must call the Club to notify us if they are delayed.
- They will be informed that Bidbor'Out! reserves the right to charge late collection fees.

### Over 15 minutes late

- If a parent, guardian or designated person is more than 15 minutes late in collecting their child, a member of the Bidbor'Out! team will try to contact them using the contact details on file.
- If there is no response, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two members of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that Bidbor'Out! reserves the right to charge late collection fees.

### Over 30 minutes late

- If the manager has been unable to contact the child's parents, guardians or other designated persons after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of two of the Club's staff, on the Club's premises if possible, until collected by the parent, guardian or designated person, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the School, a note will be left on the collection point gate and school office door informing the child's parent, guardian or designated person where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent, guardian or designated person's telephone explaining events.

### Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or guardians. Parents and guardians will be reminded that if they persistently collect their child late they may lose their place at the Club.

### Useful contacts

Social Care: 03000 411111

Out of hours contact: 03000 419191

This policy was adopted by: Bidbor'Out!	Date: 6th August 2014
To be reviewed: September 2015	Signed:

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2012): Safeguarding and Welfare Requirements: Information for parents and carers [3.72]*.