

06 Safeguarding children, young people and vulnerable adults' procedures



06.4 Uncollected child

If a child is not collected by closing time, or the end of the session and there has been no contact from the parent, or there are concerns about the child's welfare then this procedure is followed.

If a child is not collected by **ten minutes** after the end of the session, we follow the following procedures: -

- The designated person is informed of the uncollected child as soon as possible and attempts to contact the parents by phone.
- If the parents cannot be contacted, the designated person uses the emergency contacts recorded on the Registration Form to inform a known nominated carer of the situation and arrange collection of the child.
- If no-one collects the child after **one 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 children's Social Care team. – Tel: **Warwickshire Children's Services team 01926 414801**
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a Social Care worker. –
- 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 the designated person contacts the local social care out-of-hours duty officer if the parents or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.

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
- 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 time-keeping and identify any further support that may be required.
- A full written report of the incident is recorded in the child's file including a written record of all attempts to contact the parents/ guardians and a log of all other calls and responses.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff. (Late fee Charge)
- Ofsted may be informed.