

## 06 Safeguarding children, young people and vulnerable adults procedures

### 06.04 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/carer, or there are concerns about the child's welfare then this procedure is followed.

- The DSL and/or the DDSL is informed of the uncollected child as soon as possible and attempts to contact the parents/carers by phone.
- If the parents/carers cannot be contacted, the DSL and/or the DDSL uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- If the parents/carers or other known carer cannot be contacted after one hour, the DSL and/or the DDSL contacts social services out-of-hours to share the concerns about the child's welfare or the welfare of the parents/carers.
- The DSL and/or the DDSL lead should arrange for the collection of the child by social services.
- Where appropriate DSL and/or the DDSL should also notify police.

Members of staff do not:

- go off the premises to look for the parents/carers
- leave the premises to take the child home, or to another carer
- offer to take the child home with them to care for them in their own home until contact with the parent/carer is made
- a record of conversations with parents/carers should be made and recorded on the purple form with parents/carers asked to sign and date. This is then logged on CPOMs.
- If there are recurring incidents of late collection, a meeting is arranged with the parents/carers to agree a plan to improve time-keeping and identify any further support that may be required.