



Chelmer Village Hall, Chelmer Village Square, Chelmsford, Essex CM2 6RF  
Telephone: 07901 886488  
Registered Charity No. 1054083

## 6.04 Uncollected child

If a child is not collected by closing time at Rainbow Pre-school, 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.

- A senior member of staff 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 safeguarding lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child. Rainbow Pre-school will endeavour to get more than two emergency contacts were possible
- After one hour, the designated safeguarding lead 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.
- The designated safeguarding lead should arrange for the collection of the child by social care.
- Where appropriate the designated safeguarding lead should also notify police.

Members of staff at Rainbow Pre-school **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 is made
- Staff make a record of the incident in the child's file using, usually an educator. 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. A **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.