



6 Safeguarding children, young people and vulnerable adults procedures

6.4 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.

- The designated safeguarding lead is informed of the uncollected child as soon as possible and attempts to contact the parents / carers by phone.
- If the parents cannot be contacted, the designated safeguarding lead or allocated staff member uses the emergency contacts to inform a known carer of the situation and arrange collection of the child. We will endeavour to get more than two emergency contacts where possible
- If after one hour, there has been no contact from parents / carer or emergency contacts the designated safeguarding lead contacts the local social care hub duty officer and advises there are concerns about the child's welfare and / or the welfare of the parents / carers.
- The designated safeguarding lead will liaise with the social care / access and referral hub to make an necessary arrangements and to arrange for the collection of the child by social care.
- Where appropriate the designated person should also notify police.

Members of staff do not:

- go off the premises to look for the parents
- 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 using a paper record and / or CPOMs. This will include a record of conversations with parents / carers or emergency contacts.
- This is logged on the child's personal file / CPOMs record along with the actions taken. **6.1c** Confidential safeguarding incident report form or CPOMs entry 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 / carers to agree a plan to improve time-keeping and identify any further support that may be required.