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 child stays at the setting in the care of two of our fully-vetted members of staff until the child is safely collected either by the parents or by a social care worker.
- The designated lead 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 lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- After one hour, the designated lead contacts Children's Services on 0300 123 4043 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. If Children's Services are unobtainable, we will contact the police either using 999 or 101.
- Where appropriate the designated lead 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 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. A Safeguarding Incident Form is 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 timekeeping and identify any further support that may be required.

- Our late collection penalty charge is £5 per quarter of an hour (under 15 minutes; £5, between 15-30 minutes; £10 etc). Penalties are at the discretion of the Manager. An invoice will be raised for any charges incurred. Payment will be required within 2 weeks