06.4 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/carer, 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/carers 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 where possible**
- After one hour, the designated safeguarding lead contacts the local social care 0345 603 7627 out-of-hours duty officer 0345 606 1212 if the parents/carers or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents/carers.
- 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/carer is made

- a record of conversations with parents/carers should be made and recorded on the child's file with parents/carers being asked to sign and date the recording.
- This is logged on the child's personal file along with the actions taken. 06.1c 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/carers to agree a plan to improve time-keeping and identify any further support that may be required.

- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff from 12.00pm for a morning session and 3.00pm for an afternoon session at the following rates:- £1 per minute.
- Ofsted may be informed:
  0300 123 4666