

Uncollected Child

If a child is not collected by closing time at The Little Acorns Preschool (Chelmsford) 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 person 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. **The Preschool will endeavour to get more than two emergency contacts were possible**
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker
- After one hour, the designated person contacts the local social care out-of-hours duty officer **0345 603 7627** 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/carers.
- The designated person should 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/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 record.
- This is logged on the child's personal file along with the actions taken. Confidential safeguarding incident 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.

This policy was adopted by The Little Acorns Pre-school

Date: 14 October 2025

Signed on behalf of the pre-school _____

Name of Signatory _____

Role of Signatory _____