



## **No response policy**

### **Policy: Procedure When a Parent or Carer Cannot Be Contacted by Telephone**

#### **1. Purpose**

This policy outlines the procedure to be followed when staff are unable to make telephone contact with a parent or carer regarding a child in our care. It ensures that appropriate safeguarding, welfare, and communication protocols are upheld in accordance with:

- The Early Years Foundation Stage (EYFS)
  - Working Together to Safeguard Children
  - London Safeguarding Children Procedures
  - Newham Children's Services Procedures Manual
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#### **2. Scope**

This policy applies to all staff, volunteers, and students within the setting. It covers contact attempts related to:

- Illness, injury, or medical concerns
    - Behavioural incidents
  - Consent for outings or emergency decisions
    - Late collection
    - Safeguarding concerns
  - Any situation requiring urgent parental input
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#### **3. Contact Procedure**

Staff must:

- Attempt to contact the primary parent/carers using all telephone numbers provided.
- Leave a voicemail message where possible, stating the reason for contact and requesting a prompt response.



- Attempt contact via secondary emergency contacts listed on the child's registration form.
  - Repeat contact attempts at appropriate intervals depending on the urgency of the situation.
    - Record each attempt, including time, number used, and outcome.
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## **4. Escalation Protocols**

### **4.1 Non-Urgent Matters**

- Continue to care for the child in line with normal practice.
    - Inform the parent/carer at the point of collection.
  - Record the communication attempt in the child's file or communication log.
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### **4.2 Illness or Injury**

- Follow the setting's Accident and Illness Policy.
  - Continue attempts to contact all listed emergency contacts.
  - If medical advice is required and no parent/carer can be reached, staff may contact NHS 111 or emergency services.
    - Document all actions taken and advice received.
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### **4.3 Late Collection**

- Follow the Late Collection Policy.
  - Attempt contact every 10–15 minutes.
- If no contact is made within one hour of closing (or earlier if required by Newham guidance), escalate to the Designated Safeguarding Lead (DSL) or senior manager.
- The DSL may contact the local authority duty social worker or police if necessary.
  - Record all actions taken.

#### **4.4 Safeguarding Concerns**

- If the inability to contact a parent/carer raises a safeguarding concern (e.g., repeated non-responsiveness, patterns of neglect), staff must report this to the DSL immediately.
  - The DSL will assess the situation and determine whether a referral to Newham Children's Services is required, in line with the London Safeguarding Children Procedures.
    - All concerns must be recorded factually and stored securely.
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#### **5. Record Keeping**

Staff must document:

- All attempted calls (time, number, outcome)
  - Messages left
- Actions taken while awaiting contact
- Decisions made by the DSL or management
  - Any external agencies contacted

Records must be stored securely in accordance with GDPR and the setting's Confidentiality Policy.

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#### **6. Review of Contact Information**

- Parents/carers must provide at least two emergency contacts.
  - Contact details are reviewed termly or upon notification of changes.
    - Staff must ensure records are accurate and up to date.
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#### **7. Policy Review**



This policy will be reviewed annually or sooner if legislation, statutory guidance, or operational needs change.

**Updated on: 01/01/2026 Reviewed on: 31/12/2026**