



No Contact Made with Parent/Carer of an Absent Child

1. Purpose

This policy sets out the procedure the nursery follows when a child is absent, and staff are unable to make contact with the parent or carer. The aim is to ensure children's safety and wellbeing, and to meet safeguarding responsibilities under the EYFS and local authority guidance.

2. When the Procedure Applies

This procedure is followed when:

- A child is absent without prior notice
 - A parent/carers has not informed the nursery of the reason for absence
 - Staff attempt to contact the parent/carers but receive no response
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3. Initial Contact Attempts

On the first day of unexplained absence, staff will:

- Attempt to call the primary parent/carers using all numbers provided
 - Leave a voicemail requesting a call back
 - Attempt to contact secondary emergency contacts if no response is received
 - Record all attempts (time, number used, outcome)
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4. Escalation Procedure

4.1 If No Contact Is Made by Midday (or within an agreed timeframe)

- The Designated Safeguarding Lead (DSL) is informed
 - The DSL reviews the child's history, attendance patterns, and any existing concerns
 - Further attempts to contact all listed contacts are made
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4.2 If No Contact Is Made by the End of the Day

If the absence remains unexplained and no contact has been established:

- The DSL assesses the level of risk
- If there are **no known safeguarding concerns**, the DSL may continue attempts the following day
- If there are **existing concerns**, or the absence is unusual or worrying, the DSL will follow Newham safeguarding procedures

This may include:

- Contacting **Newham Children's Services** for advice
 - Making a **MASH referral** if the child is considered potentially at risk
 - Contacting the police for a welfare check if the situation is urgent
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5. High-Risk Situations

Immediate escalation is required if:

- The child is subject to a Child Protection Plan
- The family is known to Children's Services
- There are concerns about domestic abuse, neglect, or previous non-engagement
- The child has a pattern of unexplained absences

In these cases, the DSL will:

- Contact Newham MASH without delay
 - Record all actions and advice received
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6. Record Keeping

Staff must record:

- All attempted calls and messages
- Any communication received



- Actions taken by staff and the DSL
- Any referrals made to external agencies

Records must be factual, dated, and stored securely.

7. Review of Contact Information

Parents/carers must:

- Provide at least two emergency contacts
- Update the nursery immediately if contact details change

The nursery reviews contact information termly.

8. Policy Review

This policy is reviewed annually or sooner if local authority guidance changes.

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