

06 – Safeguarding Children, Young People & Vulnerable Adults Procedures

06.4 – Uncollected Child

Our Approach

At Peekaboo Childcare, your child's safety and wellbeing are always our highest priority.

Sometimes unexpected situations happen, and a child is not collected on time. This policy explains clearly what we do to keep every child safe if this occurs.

When a Child Is Not Collected on Time

If a child has not been collected at the end of their session or by closing time—and we have had no message from the parent—staff follow the steps below:

1. The Designated Safeguarding Lead (DSL) is informed immediately.
2. The DSL or Room leader tries to contact the parents by phone straight away.

If We Cannot Reach the Parents

If parents cannot be contacted:

- The DSL/ Room leader phones the emergency contacts listed on your child's registration form.
- Parents must provide at least two or three emergency contacts wherever possible.
- The known carer is informed and asked to collect the child.

After 30 Minutes

If 30 minutes pass and:

- parents still cannot be reached, or
- no known carer is available, and
- there are concerns for the child's or parents' welfare,

then the DSL will contact local social care out-of-hours duty services.

Social care will then arrange for the child to be safely collected if needed.

Police Involvement

Where appropriate, the DSL may also inform the police.

If parents arrive after we have contacted social care, staff cannot release the child until social care gives clear permission.

What Staff MUST NOT DO

To keep children safe and maintain procedures:

Staff must not:

- Leave the premises to search for the parents
- Take the child home with them
- Transport the child to another home or carer
- Care for the child in their own home

Children must remain on the premises until officially collected.

Recording the Incident

Staff make a full record by:

- Completing a Safeguarding Form on the child's Family Notes
- Recording all attempts and conversations with parents or carers

If the child is already working with social care, the DSL informs the social worker or professional team within one day.

If Late Collection Happens Repeatedly

If lateness becomes a recurring issue:

- A meeting is arranged with parents
- A plan is put in place to support better time-keeping
- Additional family support can be discussed if needed
- Our aim is always to support families while keeping children safe.