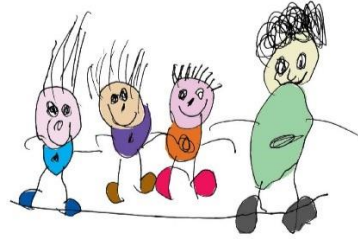




Nursery School  
Education & Childcare



Broomhall Nursery School

# Broomhall and Grace Own Nursery School

## Uncollected Children Policy and Procedure

### Introduction

Occasionally, children and vulnerable young people are not collected from educational settings by parents & carers before the setting closes. This often causes anxiety for the child or young person and for staff. These guidelines have been developed to support settings when this happens. They are written to help staff respond sensitively and consistently and to ensure the safety and welfare of children and young people.

### Essential Practise:

- All parents & carers must provide nursery with full contact information and at least 2 emergency contact numbers.
- Ensure that all contact and emergency information is regularly updated.
- Inform parents & carers where appropriate that if a pupil is not collected from the setting by closing time, this procedure will be followed.

### Procedure to follow:

If a child is not collected within 15 minutes of their session ending, the following steps should be taken:

- o **A check should be made for information about changes to normal collection routines.**
- o Two members of staff (DBS checked) would need to stay with the child (if the sessions have ended) in the setting and endeavour to contact a parent or other

emergency contact as quickly as possible in this order:

1. **Parent / Carer: home, work and mobile numbers**
2. **Emergency contact on admissions form**

**(These are located in a secure area in the office or can be accessed on Arbor. Staff that are staying with the child will have access to this.)**

- o If this proved unsuccessful staff would contact the social services department of the City Council. This contact would be made after **one hour** had passed after the time the child should have been collected.
- o The number of the Social Care Services Department in this instance is Social Care Out of Hours Team **0114 2734855**
- o Social Care Services would need information on the family, address, parents etc. This information would be available from the application form filed in the office.
- o At all times ensure that the child is placated, comforted and fed if hungry. Two adults will stay with this child in the setting, until collected by parents, carers, a person with parental responsibility, authorised person, social worker or police officer.
- o A full written report of the incident and outcome must be recorded and placed in the child's safeguarding file.

**Staff should not attempt to physically look for the parent or carer.  
Staff should never take the child home with them.**

**This policy is in line with Sheffield City Council and Sheffield Children  
Safeguarding Partnership.**

[uncollected children.pdf](#)

Reviewed October 2025

Useful numbers and resources
<ul style="list-style-type: none"><li>• <b>Sheffield Safeguarding Hub 0114 273 4855</b> This number is for professional &amp; public calls, and the number transfers to the Emergency Duty Team after office hours.</li><li>• <a href="#">Referring a safeguarding concern to Children's Social Care</a> Multi-agency guidance on the Safeguarding Sheffield Children website</li><li>• <b>Multi Agency Support Teams 0114 2037485</b></li><li>• Children's Social Care contact details are regularly updated in the '<a href="#">Contact Us</a>' section of the <a href="#">Safeguarding Sheffield Children</a> website</li><li>• '<a href="#">Referring your safeguarding concerns</a>' in <a href="#">education policies &amp; procedures</a>, on the <a href="#">Safeguarding Sheffield Children</a> website</li></ul>