

Newcastle Nursery Schools' Federation



Newburn Manor Nursery School



Monkchester Road Nursery



Ashfield Nursery School and

Al2gether © Ashfield

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Uncollected Child Procedures

On rare occasions, children are not collected on time either from playgroup, nursery or after school club. If this happens, these guidelines will help staff respond to ensure the safeguarding of all children.

Parents are asked to complete a child-collection sheet when their child first attends our settings. They also complete an admission form that requires at least 2 emergency contact names, addresses and telephone numbers, in case of an emergency.

Parents and carers must up-date their contact information regularly by telling their child's key worker of any changes, immediately. Staff will also ask parents/carers to inform the school office of any changes to their contact details. This includes changes to mobile or home telephone numbers, changes of addresses and any changes to their child's emergency contact names and numbers.

Action if a child is not collected from playgroup or nursery, on time at the end of their session (or, as agreed with staff)

If the parent/carer has failed to contact school to explain they are going to be late staff will telephone the contact numbers (including emergency numbers) to speak with a responsible adult to ensure the pupil is collected.

The child should not leave the premises with anyone other than their parents or nominated carers, as stated on their collection sheets by the child's main parent/carer.

If staff try all of the numbers available (including emergency numbers) and the child has still not been collected, they should inform the Headteacher or another senior leader/senior teacher on site.

If staff are unable to speak to a parent/carer or emergency contact and the child has still not been collected, after half an hour, the head teacher or senior leader/teacher will notify social care.

Staff involved will complete a full written report of the incident and record the decisions made and any contact responses.

The child will stay at the setting in the care of staff until safely collected by parents, a nominated carer, social worker or police officer.

If it is the end of the day, and our Out of School club is open, the Out of School club staff will look after the child until s/he is collected. Out of School Club will make a charge for the additional hours of care (or part thereof) and staff must continue to try to contact parents/carers or the previously agreed emergency nominees.

Action if a child is not collected from Out of School Club

If the parent/carer has failed to contact the after school club to explain they are going to be late staff will telephone agreed telephone numbers (including emergency numbers) to make contact with a responsible adult to ensure the pupil is collected.

The child should not leave the premises with anyone other than their parents or nominated carers.

If the child is not collected within half an hour of the agreed time and staff cannot reach any parent, carer or emergency contact, then out of school club staff will inform the Headteacher/Childcare Manager/Senior Leader for further advice and support.

The Headteacher and/or senior member of staff will notify social care by telephone.

The staff involved will make a written record of the incident, including decisions made and reasons for their decisions.

The child will stay at the setting in the care of staff until collected safely by parents, a nominated carer, social worker or police officer.

Relevant Social Care Numbers:

Social Care (between the hours of 9.00 a.m. to 5.00 p.m.) - 0191 277 2500

Social care out of hours duty team 0191 278 7878

Governors reviewed these procedures: February 2022

Governors will review these procedures at least every four years or earlier if there is any change to statutory procedures.

Next date of review: February 2026