

Newburn Manor Nursery School
Uncollected Child Policy and Procedures
November 2021
Reviewed Nov 2024



On rare occasions children are not collected on time either from school or after school club.

These guidelines are written to help staff respond to ensure the safeguarding of all children.

It is essential to ensure that full contact information is received from all Parents and Carers.

Contact information must be regularly updated.

Action if a child is not collected from school (12 or 3pm)

If the parent/carer has failed to contact the school to explain they are going to be late staff will telephone the contact 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 the parents or nominated carers.

Inform headteacher.

If no one has been able to be contacted after 1 hour then school will call social care. A full written report of the incident and decisions must be recorded.

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

Social care 9-5 0191 277 2500

Social care out of hours duty team 0191 278 7878
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If it is the end of the day the child can be looked after in the after school club until collected.

Action if a child is not collected from after school club (6pm).

If the parent/carer has failed to contact the after school club to explain they are going to be late staff will telephone the contact 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 the parents or nominated carers.

Inform headteacher.

If no one has been able to be contacted after 30 minutes then school will call social care. The child should stay at the setting in the care of two staff until safely collected by the parents, a nominated carer, social worker or police officer.

Social care 9-5 0191 277 2500

Social care out of hours duty team 0191 278 7878
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Social Care involvement

Social care will assess the child's situation and find appropriate and safe alternative accommodation if needed.

Follow up

The incident must be written up and actions taken recorded.

If parents/carers repeatedly fail to collect their child on time from school, meetings with the parent/carer should be set up to address this.