



Sheffield Hallam University Nurseries

Uncollected Children Procedure

We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password for the nursery to release the child into their care. This is the responsibility of the parent
- This designated person must be aged 16 or over.

If a child is not collected at the end of the session, and the parents/carers have not notified us that they will be delayed, we will implement the following procedures:

If a child has not been collected from the nursery after a reasonable amount of time, e.g. 15 minutes has been allowed for lateness, we initiate the following procedure:

- The nursery manager on duty will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on the Health and Welfare form
- Any incidents of prolonged and persistent lateness will be added to the safeguarding file
- In the event of no contact being made after one hour has lapsed, the person in charge will ring Sheffield Safeguarding Hub on 0114 273 4855
- We may also contact South Yorkshire Police on 101 with any non-emergency child protection concerns
- The nursery will inform Ofsted as soon as convenient
- A full written report of any uncollected child incident will be recorded in the child's safeguarding file.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met and to minimise distress staff will distract, comfort and reassure the child during the process
- Any lateness will result in a charge.



This policy was adopted on	Signed on behalf of the nursery	Date for review
18/3/23	C.E.Carroll	January 2026