

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 to take action 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.

Settings should always:

- Ensure that full contact information & at least 2 emergency contact numbers are received promptly from all parents & carers
- Ensure that 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

Education settings with provision for under-fives will have to pay particular regard to the:

[Statutory Framework for the Early Years Foundation Stage, 2017](#)

Our EYFS summary: '[Under 5's in Schools](#)' can be found in: [education policies & procedures](#), on the Safeguarding Sheffield Children website

Useful contact numbers & resources:

- **Sheffield Safeguarding Hub 0114 273 4855**
This number is for professional & public calls, and the number transfers to the Emergency Duty Team after office hours
- [Referring a safeguarding concern to Children's Social Care](#)
Multi-agency guidance on the Safeguarding Sheffield Children website
- **Multi Agency Support Teams 0114 2037485**
- Children's Social Care and MAST contact details are regularly updated in the '[Contact Us](#)' section of the [Safeguarding Sheffield Children](#) website
- '[Referring your safeguarding concerns](#)' in [education policies & procedures](#), on the [Safeguarding Sheffield Children](#) website

Procedure to follow:

If a child or vulnerable young person is not collected within an agreed period of time, e.g. 15 minutes after closing time, the following steps should be taken:

- A check should be made for information about changes to the normal collection routines
- Reasonable attempts should be made to contact:
 - Parents, carers or others with parental responsibility at home or at work
 - Other adults authorised to collect the child or vulnerable young person from the setting
- The child or vulnerable young person should not leave the premises with anyone other than parents, carers, others with parental responsibility or other authorised person
- If no-one can be contacted to collect the child or vulnerable young person after e.g. one hour, the Sheffield Safeguarding Hub or Police should be contacted
- The child or vulnerable young person should stay at the setting in the care of two [Disclosure & Barring Service \(DBS\)](#) checked staff members until safely collected either by the parent, carer, a person with parental responsibility, authorised person, social worker or police officer
- If necessary Children's Social Care will assess the child or vulnerable young person's situation & find appropriate and safe alternative accommodation if needed
- A full written report of the incident and outcome must be recorded in the child or vulnerable young person's safeguarding file

Staff should not attempt to look for the parent or carer

Staff should never take the child or vulnerable young person home with them

If the uncollected child is under 5 years old & has been referred to Children's Social Care, there is **no legal requirement for the school to report this to Ofsted**

Ofsted have confirmed that schools will **not be penalised for not reporting**

(Ofsted regulates early year's independent sector provision, not schools)