SANDCASTLES POLICY

*SAFEGUARDING & PROMOTING CHILDREN’S WELFARE*

UNCOLLECTED CHILD PROCEDURE

The speed at which we start to enact the following procedure very much depends on our knowledge of the family involved. Some parents are poor timekeepers but if others were five minutes late we would begin to worry.

If a child is left at Nursery (during normal opening hours), after the time they should have been collected we must:

1. Keep the child calm and involved in lunch or activities in the next session.
2. Check whether there has been any message or extra attendance requested.
3. Check that our phones are working. Check email & online messaging portal.
4. Phone the child's home, parents' work & emergency contact numbers to arrange collection.

5 Are the parents working shifts? Is anyone available to wake them?

If a child is left at Nursery in the evening, after 5.45pm closing we must:

1. Try all the above.
2. Keep two DBS cleared staff members with the child.
3. If no resolution by **7pm** we must ring the **Children's Integrated Services  
   0300 123 6720 / 0300 123 6722** for further advice.

M.E.Coates & Helen O’Hagan 30 Nov 2024 To be reviewed Nov 2027