

# Skallywags

## Procedure for uncollected children

The nursery has an obligation to stay with any uncollected child at the end of the day, until that child is collected.

The nursery must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person we be collecting.(we will ring them back on the number we have recorded for them to confirm). The authorised person should give the name and address and a physical of the unauthorised person along with a password that the unauthorised person must know. All of these will be checked by either the manager or deputy manager before permitting the child to leave.

A record will be kept of all the children who are not collected by their pick up time. This will note the date, the time at which the child was collected. Who collected the child and the reason given.

When a child is collected late, the parents will receive a letter outlining the difficulties that late collection causes for the child and the staff. They will also incur a fine of £2.50 for every minute they were late.

In the event that a child is not collected by their pick time on three occasions in one year the nursery may terminate the contract is it occurs again.

If a child has not been collected from the nursery and staff have failed to contact either parents or an emergency contact staff will then wait for 30 minutes from the child's pick up time before ringing Southwark Social Care on 0207 525 1921 and following their guidelines until the matter is resolved or Southwark Social Care take over.