

Uncollected Procedures

- In the event of a child not being collected at the specified time, the child will remain at the nursery and phone calls will be made to the child's parents/carers or listed collector.
- If we are unable to obtain a response, we will try to contact the designated emergency person from the registration form.
- At least two members of staff will stay behind at the nursery, with the child.
- Staff to check the parents/carers route home to see if there have been any incidents on the parents route to nursery
- If it has not been possible to make contact with the parents/carers and the child has not been collected within 30 minutes the designated DSL or nursery manager will contact **the Local Authority Children's Social Services Department, Social Care Team (0300 200 1006) or Surrey Social Services office number (Contact Centre - 03456 009 009) and if necessary the police**
- The Nursery reserves the right, if and when it deems it necessary, to charge parents of children who are collected after their appointed time

Reviewed By Clare Hayes and Annie Tolchard

Reviewed in March 2018

Next review date March 2019