



## Collecting your child

The doors at both the Crèche and Kindergarten are locked at all times and access can only be gained by code. In the interest of your child's safety please ensure that the doors and gates are closed securely behind you.

## Procedure for Uncollected Children

The staff members at Southlands have an obligation to stay with late/uncollected children at the end of the day. In the unlikely event that your child has not been collected parents and contact numbers will then be pursued.

If this proves unsuccessful then the child will remain on the nursery premises with 2 staff members.

A charge of £5 (five pounds) for every 15 minutes will be made to cover additional staff costs. Please pay the member of staff concerned.

A record will be kept of all children who are not collected by the due time. Reasons, dates, times and by whom the child was collected by and the reason for their lateness.

The nursery will 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 will be collecting. In this instance a password provided on the prospectus must be shared with the staff member.

Please inform the nursery in advance if you have arranged for somebody different to collect your child. If a relative is collecting a child on a regular basis then they must visit nursery prior to intake.

In the event of a child remaining uncollected and parents un-contactable after one hour, the local Social Services / Police will be contacted. Ofsted will also be informed.

## Absence

Please inform the staff no later than 9am if your child will be late or absent from nursery. Please arrive by 8.45am on swim days at Kindergarten. We will contact you by 9.30am if we have not heard from you.