



Collection of Children by Parents/Carers Policy

At Truro College Day Nursery our first priority is the children's safety, no child will be allowed to leave our care unless with a parent or carer that we know or have been given permission from the parent for someone else to collect the child. We operate a password system for allowing children to leave with people other than their main carers. This involves you agreeing a password with the nursery which will be given on collection of the child. If we do not have a password, then you will be contacted. This should all be arranged before the person arrives to pick up the child.

In some situations where a family is undergoing marital problems or are a one family unit, there may be specific requests and authorisations. We cannot withhold a child from a legal guardian unless we have seen a copy of a court order appropriate to the child. However, if a request has come from a parent, we endeavour to get in touch with the parent to inform them of what is happening.

If for any reason you are going to be late picking your child up from nursery, it is essential that you let us know at the earliest opportunity, we understand that this can happen from time to time. Parents who are often late will have their booked sessions revised and these may be extended to accommodate this, or you must make other arrangements for collection of your child.

Under 16-year-olds collecting

If a parent wants someone under 16 years of age to pick up their child, they must inform the nursery staff and put it in writing to tell us they give permission for this to happen.

Uncollected Child

If a child has not been collected 15 minutes after their session has ended and no contact has been made, the nursery will begin to attempt to contact the carers on the child's registration form (minimum of two contacts). If no response from the contact details, we will continue to ring every 5 minutes. After 15 minutes and no contact has been made with the parents/carers we will contact the police and hospital to see if any authorised persons have been involved in an accident or detained by police. If after 45 minutes from the initial collection time, then the senior member of staff will contact our local Social Care Emergency Duty Team and Ofsted. Staff will follow instructions from the duty social worker, two members of staff will stay with the child until the situation has been resolved, the child's welfare and needs will be met at all times. The manager (if not present) must be called at the time to inform her of what is happening and will come to the nursery if needed.

The college DSL, Lisa Briscoe will also be informed if no contact to the parents/carers have been made. All calls and left messages to parents/carers will be logged, for the full report to be written after the event.

Needless to say, putting a child into care is a serious step and one that could have repercussions. Parents must ensure that we never have to use this action.

Contact Numbers:

Local Police: **101**

Social Care Emergency Duty Team: **0300 123 4101**

01208 251300 (out of hours number)

Ofsted: **0300 123 1231**