



## Bolton School Nursery

### **Procedure for the Collection of Children, including procedure if a parent or carer fails to collect a child (Parents' & Carers' version)**

Parents must collect their child before the closure times of their child's nursery session.

No people under the age of sixteen years of age are able to collect a child from the nursery.

Only parents or a guardian should collect their child from the Nursery, unless parents have informed the Nursery of a different person who will collect their child and this name has been recorded in the child's file in the Nursery Manager's office. An authorised person giving their name and password to the nursery personnel *is* allowed to collect from nursery.

If, for any reason, someone who is not known by Nursery staff comes to collect a child, a senior member of staff on duty will telephone the parent/guardian to seek permission for the child to leave the nursery setting. Should no contact be made with the parent/guardian, then the child must stay within the nursery setting until the parent/guardian collects or makes contact with nursery personnel.

#### **What happens if a parent or carer fails to collect a child?**

In the instance of a child not being collected from the nursery after a reasonable amount of time (ie 15 minutes after the normal time) , the following procedure will be initiated by staff:

- The nursery manager will be informed and the manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work. If this fails, the emergency contacts will then be contacted as per the child's records.
- If the parents/carers still do not collect the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on the full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring Bolton Council's Safeguarding out of hours Emergency Duty Team (01204 337777) to advise them of the situation.
- Two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

