

Drop-off and Collection of Children

We are always vigilant about security in our nurseries. This includes preventing unauthorised persons entering our nurseries, ensuring children do not leave the premises unsupervised, checking the identity of visitors and releasing children into the care of people authorised by parents.

1. Security arrangements

The nursery takes all reasonable steps to prevent unauthorised persons entering the premises and operates agreed procedures for checking the identity of visitors before access is granted:

- a) The times of the children's arrivals and departures is recorded as well as whom drops them off and picks them up.
- b) The arrival and departure times of staff and visitors is recorded.
- c) Appointments are made for visitors and their identity checked on arrival.
- d) Our systems prevent children from leaving our premises unnoticed.
- e) We use CCTV to monitor entrances and exits.

The nursery will follow up unexplained absences promptly, contact parents/carers and emergency contacts where required, and act in accordance with safeguarding procedures where concerns arise.

2. Drop-off and Collection Procedure

Children will only be released into the care of individuals whose details have been explicitly authorised by the parent/carer. Where staff are unfamiliar with the collecting adult, reasonable steps will be taken to verify their identity before a child is released.

We have systems in place for the safe arrival and departure of children. As part of our registration process we ask parents to provide the following specific information, which is kept on our enrolment forms:

- A passport-sized photograph of the adult(s) who will normally drop off and collect their child. Photographs can be printed or emailed to the Nursery Manager.
- Home address and telephone numbers; if parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Work telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names of adults who are authorised by the parents to collect their child from the nursery, for example child minder/grandparent. This person will be required to give a password before a child is released (see below).
- The name of the person who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform us in writing on how they can be contacted.



- a) We ask parents to provide information on who drops off and collects children to familiar adults; this can be any combination of mothers, fathers, aunts, uncles, childminders and grandparents.
- b) If an unknown or unauthorised person arrives to collect a child, under no circumstances will the child be released, even if a password is given. Parents/carers will be contacted to confirm release of the child.
- c) Children will only be released to individuals whose details have been provided and authorised by the parent/carer.
- d) Children will only be collected by a responsible person aged 16 years or over, unless exceptional arrangements have been agreed in advance by the Nursery Manager and parent/carer following an appropriate risk assessment.
- e) If a known person arrives to collect a child but is not in a state deemed suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then the nursery staff will advise the best course of action in relation to the child's best interests. Advice to the parent may be to call the next suitable adult to come and collect the child. Failure to contact anyone else may result in our staff seeking advice from the Multi-Agency Safeguarding Hub (MASH) about how to safeguard the child.
- f) We understand that there are times when things happen and one of the nominated adults is not available to drop off or collect. In these circumstances we ask parents to:
 - Ring the nursery as soon as they know they will be unable to collect their child on time
 - Tell us the name of the person who will be dropping off or collecting, the relationship to the child and provide a brief description of that person
 - Tell us the password this person will use. Parents are required to provide a new password for each new collection.
 - Send a picture of the designated person either by email or on Tapestry.

It is essential that parents contact the nursery to let the manager know if they are going to be late.

3. Parental Disputes

- a) In the event of parental disputes that have not been through the courts (where both parents had registered their child on the original contract), we cannot prevent the child from being collected by either parent as long as they are both known to the nursery. The other parent must be contacted to inform them that their child has been collected. The child's best interest and welfare are of paramount importance and every effort should be made to avoid distressing scenes in front of the child. Where disputes exist, a meeting will be held with both parents so that a mutual arrangement can be reached. The exception to this is where we suspect the child to be at risk from this parent; in this case we will not allow collection by this parent and safeguarding procedures will be followed.
- b) In the event of parental disputes that have been through the courts and where only one parent has registered their child on the original contract; we cannot allow the other parent to collect the child without authorisation from the parent who has signed the contract.

We will adhere to court orders that detail parental custody or access rights and place a copy of the order on the child's file.



4. Child Attendance and Unexplained Absence

The 2026 EYFS specifically requires providers to follow up unexplained absences and have an attendance policy.

The nursery maintains accurate attendance records for all children.

If a child is absent without notification, staff will make timely attempts to contact the parent/carer and emergency contacts to establish the child's whereabouts and wellbeing.

The nursery will monitor attendance patterns and consider any prolonged or unexplained absence as part of its safeguarding responsibilities. Where concerns arise, the nursery will follow local safeguarding procedures and seek advice from children's social care services where appropriate.

Further information regarding the nursery's procedures for monitoring attendance and following up unexplained absences can be found within the Absence from Nursery Policy.

5. Late or Uncollected Children

Parents should telephone the nursery to inform us if they are going to be late to collect their child or not in.

In the event that a child is not collected by an authorised adult at the end of a session/day, and we have not been notified of any reason for the delay, then the following procedure is operated. This ensures the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

Our procedures

- a) Parents will be contacted after 10 minutes to find out why they are delayed and arrangements agreed about the collection of their child.
- b) If parents and authorised contacts cannot be reached, the nursery will seek advice from the local authority children's social care team and follow local safeguarding procedures.

This policy complies with the requirements of the Early Years Foundation Stage (EYFS) Statutory Framework effective from 1 September 2026.

Date policy last reviewed/updated	7 th August 2026	Reviewed by	Terri Noone - Interim Regional Nursery Manager Charlie Walton – Nursery Manager Jodie Richards – Nursery Manager
Date of next review/update	August 2027		