



The Federation of Duke Street and Highfield Nursery Schools

Collection of Child Procedure

Policy Leader	Susan Conron
Last Updated	23/04/2026
Review Date	23/04/2027 - or as required
Approved by Governing Body	To be taken to next meeting

1. Purpose

To ensure all children are collected safely and only released to authorised adults. This procedure protects children, staff, and families by providing clear expectations and actions.

2. Authorised Collectors

Parents/carers must provide a list of authorised adults who may collect their child.

The nursery must have:

- Full names
- Relationship to the child
- Contact numbers

Any changes must be provided in writing by the parent/carer.

3. Password System

A collection password must be set for each child. The child cannot start nursery until we have this information.

Any adult unfamiliar to staff must provide the password before the child is released.

If the password is incorrect or not known, the child **will not** be released.

A copy of the passwords will be kept in the nursery rooms, so all staff have copies as well as in the main office.

4. Collection and Identity Verification Policy

The safety and wellbeing of all children in our care is our highest priority. To ensure that every child is collected only by an authorised adult, we have procedures in place to verify the identity of all individuals collecting children.

All parents and authorised collectors must be recognisable to staff at the point of collection. Where a staff member is unable to clearly identify the individual collecting a child, we may politely request that the person briefly reveal their face or provide an alternative form of identification.

This request applies to all individuals, regardless of the reason their face may not be visible, and is solely for safeguarding purposes.

If a parent or authorised collector prefers not to reveal their face in a public area, we will offer a private space where identity can be confirmed discreetly with a member of staff.

We appreciate the cooperation of all families in supporting us to maintain a safe and secure environment for every child.

5. Daily Collection Procedure

Staff greet the collecting adult and confirm identity at the main reception before entering the main provision.

Staff check the authorised list if the adult is not familiar.

Children are handed over individually to ensure safe transfer.

Children are marked out by the staff on the main doors.

If a familiar adult collects unexpectedly, staff must contact parents or carer to allow authorisation to be handed over. No child will leave nursery with someone other than with parents/carers unless previously advised.

6. Unexpected or Unauthorised Collectors

If someone arrives who is not authorised:

The child will **not** be released.

Staff will contact the parent/carers immediately.

The adult will be asked to wait in reception away from the children until confirmation is received.

If staff cannot reach the parent/carers, the child remains in nursery care.

7. Late Collection & Non-Collection Procedure

Please see late collection of child policy

8. Collectors Under the Influence

If an adult appears under the influence of alcohol or drugs:

Staff must not release the child.

Offer to call another authorised adult.

If the adult becomes aggressive or insists on taking the child, staff may contact the police.

Record the incident and inform the DSL.

9. Safeguarding Concerns

Any concerns arising during collection (e.g., domestic conflict, unsafe adult behaviour) must be:

Reported to the DSL immediately

Recorded factually

Escalated to Children's Services if necessary

10. Review

This procedure is reviewed annually or sooner if guidance or circumstances change.