



Collection of Children Policy

Statement of Intent

Highbury Primary School & Nursery aim to always provide a safe environment for the children in our care. This Policy is to establish clear procedures if a child is not collected at the end of their Nursery session.

Aim

It is our aim to ensure that all children are collected on time at the end of their session. We understand that this is not always possible and therefore procedures are in place to safeguard the children in our care.

Policy

Highbury Primary Nursery operates from 7.30am-6.00pm Monday to Thursday and 7.30am-4.30pm on a Friday. The times of nursery sessions are clearly communicated to parents when their child starts nursery. Parents should ensure children are brought to nursery at the start of their session and are collected promptly at the end.

Parents need to arrive 5 minutes before the end of their child's session. This gives enough time to get your child organised and for staff to give feedback on your child's day.

If a parent is unavoidably delayed due to circumstances beyond their control, they should make every effort to contact the nursery to inform them. The procedure if a parent/carer is late collecting is as follows:

- Between 5-10 minutes after collection time, parents are phoned and requested to collect their child immediately.
- If no contact has been established with the parents within 15 minutes, the emergency contact person/s are phoned.
- After thirty minutes, if staff have been unsuccessful in contacting parents or emergency numbers, Children's Social Care will be informed.

Late Collection Fee

Parents who are late collecting and who have given the nursery no warning will incur a late collection charge of £5 for the first 15 minutes (or part thereof). A further charge of £5.00 will be made for each 15 minutes after that (or part thereof). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur. This charge will also apply to parents who are late collecting from morning or lunch sessions.

Please ensure that your child/children is/are collected on time so that we do not have to take this action.

Minimising the Possibility of Late Collection

The times of nursery sessions are clearly communicated to parents when their child starts nursery. We ask parents to:

- Telephone the nursery as soon as they know or suspect they are going to be late.
- Inform nursery immediately of any changes to contact telephone numbers.
- Ensure nursery have the details of at least three emergency contacts if the parent cannot be reached.
- Make alternative arrangements to collect their child by a designated adult if they know they are going to be late. If the designated adult is unknown to nursery staff, the parent must ensure the adult has the password stated on their child's application form.

Other Adults Collecting

If you are unable to collect your child from nursery, you may nominate another adult to do so in your place. We ask that you inform us beforehand and inform the adult collecting of the password. If we are not aware that another adult is collecting on your behalf, we will not allow your child to leave. In this instance we will contact you via telephone or Famly to confirm the arrangements.

Please note that there is a minimum age of 16 for collection.

Policy Reviewed:	June 2026	Nursery Manager:	Rebecca Frost
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