# Auckland House Day Nursery – Collection Policy for Children

## Purpose

The purpose of this policy is to ensure the safe, secure, and appropriate collection of all children attending Auckland House Day Nursery. It sets out clear procedures to ensure that children are only released to authorised individuals, and that safeguarding practice is consistently maintained at all times.

This policy should be read in conjunction with the nursery's Safeguarding and Child Protection Policy, EYFS statutory framework, and related procedures.

## Safeguarding Statement

Auckland House Day Nursery is fully committed to safeguarding and promoting the welfare of all children in our care. We recognise that safe collection procedures are a fundamental part of safeguarding practice.

All staff have a statutory duty of care to protect children from harm. No child will be released to any person who may pose a risk to their safety or wellbeing, or who cannot be appropriately verified as an authorised collector.

Any safeguarding concerns arising during collection will be reported immediately to the Designated Safeguarding Lead (DSL) and recorded in line with nursery safeguarding procedures.

## Authorised Collection of Children

Children will only be released to parents, legal guardians, or individuals who have been formally authorised by the parent or guardian.

Parents must provide the nursery with written or verbal authorisation in advance if someone other than the usual collector is collecting the child. This must include the full name of the individual and any relevant identifying details.

The nursery reserves the right to refuse release of a child if authorisation cannot be confirmed or if there are any safeguarding concerns.

## Password Security System

To support safeguarding and identity verification, each child is allocated a unique password agreed with parents or guardians at registration.

This password is securely stored by the nursery and is required when a child is collected by someone other than the usual parent or guardian.

Parents are responsible for keeping the password confidential. If there is any concern that it has been compromised, the nursery must be informed immediately so that it can be changed.

If the correct password cannot be provided or verified, the child will not be released until identity is confirmed directly with the parent or guardian.

**Identity Verification Procedures**

On collection, staff must verify the identity of all individuals collecting a child.

This includes requesting the full name of the collector, confirming the child's name, and obtaining the agreed password.

Where the collector is unfamiliar to staff, verification must be completed by a senior member of staff or the manager before the child is released.

If there is any doubt regarding identity or authorisation, the child will remain in the nursery's care and the parent or guardian will be contacted immediately. Safeguarding concerns will be escalated to the Designated Safeguarding Lead where appropriate.

**Safeguarding During Handover**

Children will only be released once all identity, and authorisation checks have been fully completed.

The handover must take place in a designated and safe collection area to ensure appropriate supervision and safeguarding oversight.

Staff must remain vigilant throughout the handover process and ensure the child is safely transferred into the care of the authorised adult before leaving supervision.

If any concerns arise during collection, staff must not release the child and must immediately inform the manager or Designated Safeguarding Lead.

**Late Collection of Children**

Parents and carers are expected to collect their child at the agreed time. If they are delayed, they must inform the nursery as soon as possible.

Late collection will be recorded and monitored. Repeated late collection may be discussed with parents to ensure the wellbeing of the child and to support safeguarding and operational planning.

All standard safeguarding checks will still apply for late collections.

**Emergency Collection Arrangements**

In exceptional circumstances where a different individual must collect a child at short notice, parents must contact the nursery directly to provide full details of the authorised person.

Additional safeguarding measures, including password verification and identity checks, will still apply. Where necessary, management may seek direct confirmation from the parent or guardian before release.

No child will be released without appropriate verification, regardless of urgency.

**Staff Responsibilities and Safeguarding Duty**

All staff have a safeguarding responsibility to ensure that children are only released in line with this policy.

Staff must remain alert to any indicators of risk, coercion, or safeguarding concerns during collection times.

Any concerns must be reported immediately to the Designated Safeguarding Lead and recorded in accordance with safeguarding procedures. Under no circumstances should staff make independent judgements that override safeguarding procedures.

**Confidentiality and Data Protection**

All information relating to authorised collectors, passwords, and safeguarding records will be stored securely and treated in confidence in line with data protection legislation and nursery policy.

Information will only be shared with relevant staff on a need-to-know basis to ensure child safety.

## Collection Risk Assessment

Auckland House Day Nursery carries out ongoing risk assessment of all collection procedures to ensure the continued safety and wellbeing of children.

Risks identified during collection times include, but are not limited to, unauthorised collection attempts, identity misrepresentation, lack of communication regarding changes in collection arrangements, and increased safeguarding risk during busy transition periods.

To mitigate these risks, the nursery implements strict identity verification procedures, a password system, staff supervision at collection points, and clear escalation procedures for concerns. All staff are trained to remain vigilant and to challenge any unknown or unclear collection arrangements.

Risk assessments are reviewed regularly, or immediately following any safeguarding incident, near miss, or change in operational procedures. Any identified actions are implemented promptly to ensure continuous improvement in safeguarding practice.

The Designated Safeguarding Lead is responsible for overseeing risk management in relation to child collection procedures.

## Policy Review

This policy will be reviewed regularly to ensure it remains compliant with EYFS statutory requirements, safeguarding legislation, and best practice guidance.

**Policy Written By: N A Collins**

**Date: May 2026**

**Approved By: A Gregory**

**Review Date: April 2027**