Parson's Green Nursery

Drop Off and Collection of Children

Arrival

Morning drop off takes place between 8am and 9am. Afternoon drop off takes place between 12.55pm and 1pm. This is the same for both sites.

All children will be signed in every morning and lunch time drop off with their carers pin number and select an estimated time of collection.

We give a warm welcome to every child and family on their arrival. Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person). The parents will be asked by the member of staff receiving the child to sign them into our online system (Famly) using their unique pin number. If for any reason our system or internet is not working, then parents will be asked to sign their child in on paper.

Collection

Lunchtime takes place between 12.45pm and 12.55pm. Afternoon pick takes place between 5pm and 6pm. All children will be signed out every lunch time and evening with their carers pin number.

All people that have permission to collect the children must have been added on to Famly app under contacts and should have a clear face photograph displayed. Every contact will have their own unique 4 digit pin. Pin numbers must not be shared, every person must use their own unique number for all collection and drop offs. If a new contact has been added to collect a child the parent must notify the nursery.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress, and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number.

If the child is to be collected someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and a password are also required where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

On departure, any person must sign the child out of the nursery using their own unique pin number which parents will have given them access to via our Famly app system.

Late Collection

If a child has not been collected from the nursery by 1pm (lunchtime collection) or 6pm (afternoon collection) we initiate the following procedure

- The nursery manager will be informed that a child has not been collected
- 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 manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records.
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority. Hammersmith and Fulham Children's Social Services Emergency Duty Team 020 8753 6600. Emergency Out-of-Hours: 020 8748 8588
- The 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 and to minimise distress staff will distract, comfort, and reassure the child during the process
- In order to provide this additional care a late fee of £20 for the first 15 minutes and £15 for every subsequent 15 minutes started will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

This policy was adopted on:	Date for review:
September 2026	September 2027