Donnington Wood Infant School & Nursery

Collection from nursery & school

Children will usually be collected from an agreed location at the end of the session (nursery) or day (school).

11:30 - 40 / 3:20 - 3:30	Nursery – main nursery entrance
3:10	School – external doors by their classrooms

Regular reminders are sent to parents to inform school if someone different is collecting their child. Children will not be released to unexpected 'different' people without a message from a parent even if the person is well known to school staff or the child. If a message has not been received then contact **must** be made with the resident parent before releasing the child.

Staff will wait with children at their collection point for a few minutes after the doors have opened. Following this all doors will be closed and locked. If, after 10 minutes from the end of the session / day, a child has not been collected a member of staff will inform the main school office. The school administrator will endeavour to make contact with parents. Regular reminders are sent to parents to inform school if they will be late collecting their child due to an unforeseen circumstance so a message may have already been received.

Staff will wait with children, usually by the main school entrance. When a parent arrives to collect a child more than 10 minutes after the end of the session/day they must collect the children from the main office. A record of the late collection is made in the late collection folder and the parent is required to provide a reason for the late collection. Entries in this folder are monitored regularly in order to address any concerns around frequent late collection.

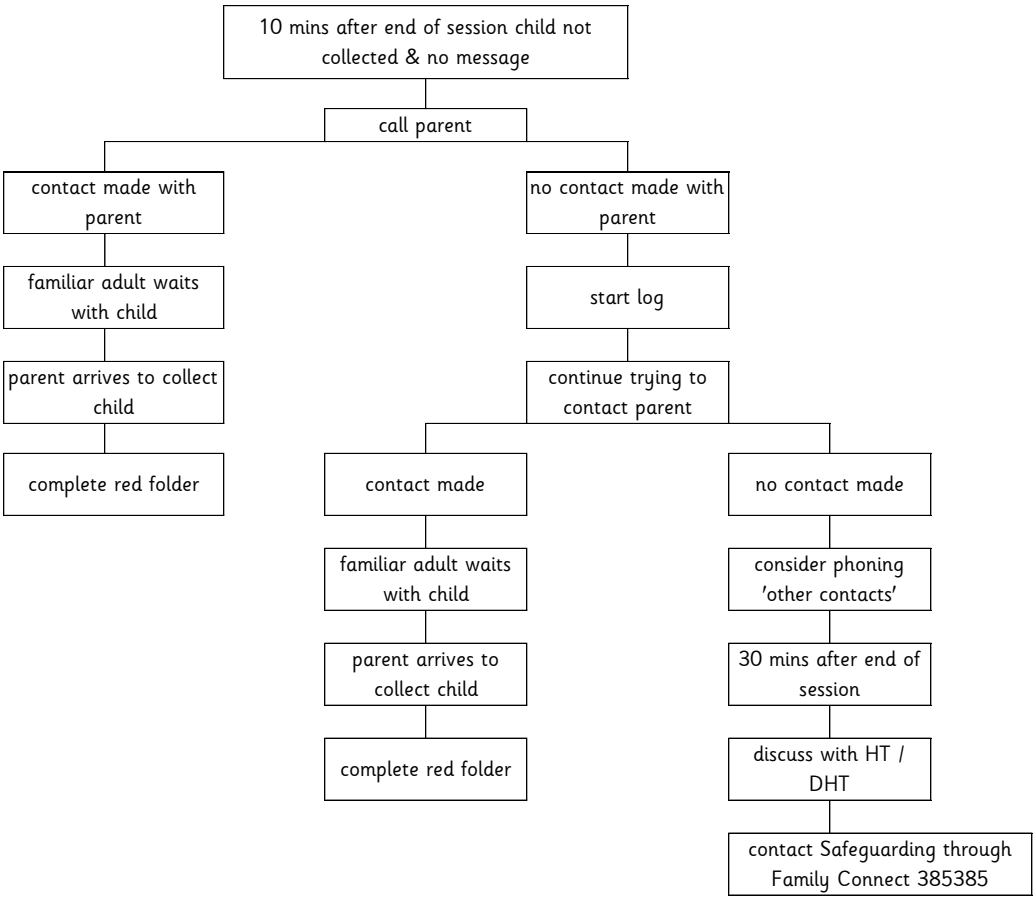
If a parent cannot be contacted staff may attempt to make contact with other adults on the child's contact list. This will be dependent on the child concerned and whether permission has been given for all contacts to collect. A log will be made of attempts to contact if initial contact with the parent is unsuccessful.

If, after 30 minutes of trying, contact cannot be made with any adults on the contact list, the matter will be discussed with the Headteacher or a member of the senior leadership team in her absence if they are not already aware of the situation. At this point a senior member of staff will phone Family Connect 385385 to discuss the non-collection with a member of the safeguarding team. From this point on any action will be determined by the discussion with Safeguarding Team. If the child remains uncollected and no contact can be made then ultimately a social worker and police officer will attend school to take responsibility for the child / children. If a child is collected from school by safeguarding authorities then a contact number must be taken so that school is able to inform them if the parent subsequently arrives at school.

During all of the above, a member of staff will remain with the child / children awaiting collection and reassure them. For younger children it is particularly important that this is a familiar adult. It may be appropriate for the child / children to return to a classroom so they can play with some toys while they wait to be collected. This is particularly the case if it is known a parent will be late. <u>At all times the safety and wellbeing of the child / children is the highest priority.</u>

Revised Oct 2026

Donnington Wood Infant School & Nursery **Late collection procedure (rev.2026)**



Late collection log

make a note of time of every attempt to contact parent, any conversations with parents or other contacts and the final outcome

Date	
Name of child	

Time	Log