



NURSERY AND SCHOOL LATE COLLECTION POLICY

Recommended by
Recommended date

Sarah Allen
February 2026

Signed Sue Stokes

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Position Chair

Ratification date March 2026

New review Summer 2027

Policy Tier (Central/Hub/ School)

Oak Hill First School

Reviewed: February 2026 | Next Review: Summer 2027

1. Aims

This policy outlines the procedures for late collection across Oak Hill First School, including Nursery and EYFS (0–5 years) and Primary School (Key Stages 1–2).

Its purpose is to safeguard children, support staff wellbeing, and ensure smooth operational practice.

Persistent or unexplained late collection may raise safeguarding concerns and will be monitored in line with our Child Protection and Safeguarding Policy.

2. Legislation and statutory responsibilities

The policy is underpinned by the Children Act 1989 & 2004, the Education Act 2002, and the Statutory Framework for the EYFS, which mandates safeguarding and welfare requirements. Furthermore, adherence to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 ensures that parental contacts and records are managed responsibly.

3. Roles and responsibilities

School Responsibilities

- Maintain accurate parent/carers contact details via Arbor; parents must keep this information updated to ensure child safety
- Clearly communicate late collection policies and procedures to parents to promote trust and cooperation.
- Ensure children are always supervised until collected by an authorised adult, verifying identity where necessary.

Parent/Carer Responsibilities

- Collect children promptly. If delayed or someone else is collecting, inform the school in advance.

- Notify the school and update Arbor if a non-regular adult is collecting. Adults not listed as authorised collectors must wait while checks are completed.
- Keep contact details current on Arbor.

4. Definition of Late collection

Nursery sessions end at 11:30am and 3.15pm. The school day ends at 3.10pm.

Nursery: If children aren't collected from the nursery room by 11:35am/3:20pm they will be escorted to the Office where the receptionist will register them as a late collection and contact parents/carers.

Reception: Teachers will remain at their external classroom gate until 3.15pm. Children who are not collected by 3.15pm will be escorted to the Office where the receptionist will register them as a late collection and contact parents/carers. Staff will supervise and support pupils until the appropriate adult has collected.

KS1/2: Teachers will remain in the playground until 3.15pm. Children who are not collected by 3.15pm will be escorted to the Office where the receptionist will register them as a late collection and contact parents/carers.

Please note the Designated Safeguard Lead is notified of

- c) Regular cases of late collection (3 in a half term)
- c) All repeated occurrences of late collection regardless of whether it takes place at school or an enrichment club over the course of a term.

Enrichment clubs finish at 4.10pm

Children not collected at 4.10pm will be taken to the office where the office manager will supervise them, register them as a late collection and contact parents/carers.

5. Immediate procedures for Late Collection

- staff will attempt to contact primary and secondary contacts, and use any other emergency contact details available in order to try to ascertain the cause for the delay. Messages will always be left on any answer phones, requesting a prompt response.
- For nursery pupils, keep the child safe and supervised by two members of staff, in line with statutory requirements (EYFS 3.29–3.36)
- For school-aged pupils, keep children in the office in view of the office team whilst parents are contacted.
- The school/nursery will maintain records of all late collections.
- If a child is collected late three times in a term, parents will be invited to a meeting to discuss underlying issues and supportive options.
- Persistent lateness may result in the loss of a child's place at nursery or after school clubs.

6. Non-Collection Procedures Immediate Actions

- If a parent/carer/designated adult is more than 15 minutes late, a senior staff member is informed.
- Staff follow the standard contact procedure to determine the reason for delay and expected timeframe. If No Contact Is Achieved
- The Headteacher or DSL is notified.
- The child remains in the care of senior staff, while further contact attempts continue.
- If still unsuccessful by 5:00pm SPOA or the Emergency Duty Service is contacted.
- If Children's Services take responsibility, a voicemail and email will be left for parents.
- Staff will not take a child to their home or remove them from the premises except where absolutely necessary for safety.
- The child remains with the school/nursery or social services, depending on the outcome.

7. Police Involvement

If no parents or emergency contacts can be reached, and Children's Services are unavailable or delayed, the school will contact 101 as a last resort.

8. Safeguarding Procedures

- If a child is not collected, or collected late three times in a term, a concern will be raised via CPOMS
- Persistent late or non-collection may trigger Early Help or referral to Children's Social Care.