GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Dropping Off and Collection Policy

Purpose

We provide a welcoming, secure handover for every child. Parents and authorised collectors must hand children directly to Gemma or an appropriate assistant and receive them directly at collection. Children must never be left at the door or sent into or out of the setting alone.

Arrival and daily information

Please arrive within agreed booking times and tell us promptly about delays or absence. We greet each child, support their settling and exchange relevant information about sleep, health, medication, injuries and any change that may affect their day. Medicines must be handed to an adult and recorded under our medication procedures.

We record actual arrival and departure times accurately each day, using a secure written backup if the app is unavailable. Responsibility begins when an adult working at the setting accepts the child at handover and continues until the child is safely handed to an authorised collector. Recording a time does not replace this handover.

Authorised collection

Parents must provide current contact details and written details of the people authorised to collect their child. Please tell us about changes in advance through the agreed communication route. As a setting rule, collectors must be aged 16 or over and able to take responsibility safely.

For an unfamiliar collector we check identity, including photo identification, against the agreed authorisation. A password may provide an additional check. We confirm unexpected changes directly with the parent using contact details already held. A

message brought by the collector, or knowledge of a password alone, does not establish permission.

If identity or authorisation cannot be confirmed, the child stays safely supervised while we contact the parent or another authorised person. Children are not released to an unauthorised person.

Safe handover

Parents and collectors must ensure doors and gates close securely and keep their own child close during handover. Adults must not admit other visitors or leave doors open. We maintain supervision of all children while exchanging information.

At collection we share relevant information about the child's day and any accident, illness or concern. Sensitive matters are discussed privately. Parents and collectors take responsibility once the child has been handed over, including while still on the premises.

Family circumstances and parental responsibility

Parents should tell Gemma about parental responsibility arrangements and supply relevant current court orders or legal restrictions. Separation alone does not remove parental responsibility. We handle requests and disputes in line with the law, verified restrictions and the child's safety, seeking advice from tiney, children's social care or police where needed.

We do not mediate family disputes or disclose confidential information to people who are not entitled to it. If a dispute arises at collection, we keep the child calm and supervised, seek advice promptly and call 999 if anyone is in immediate danger.

Concerns about a collector

If an adult appears unable to care safely for a child because of alcohol, drugs, illness or another concern, we explain our concern and seek a safe alternative authorised collector. We do not knowingly hand a child into an immediate risk of harm.

If the adult insists on leaving with the child or the risk cannot be resolved, we follow safeguarding procedures and contact children's social care or the police as appropriate. Immediate danger requires 999. We avoid confrontation that could increase risk and record observations, actions and advice.

Late or missed collection

Please contact Gemma as soon as possible if delayed. Contractual late fees may apply. A child who has not been collected remains supervised and reassured. We attempt the parents and then the authorised emergency contacts, recording attempts and responses.

If no safe collection can be arranged, or there is a welfare concern, we follow our Non Collection and Safeguarding procedures and seek advice from children's social care or police according to urgency. We never leave a child alone or with an unauthorised person.

Records and review

Authorisations, attendance and incident records are kept securely under our data protection arrangements. This policy is shared with families and assistants and reviewed annually or sooner following a significant incident or change in requirements. Reference: Department for Education, EYFS statutory framework for childminders effective September 2026, including safeguarding and information about the child.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027