



HEART
EDUCATION TRUST

Heartsease Primary Academy

Collecting Children From School Policy

2021

Last Reviewed: 4 October 2021

Next Review Due: 4 October 2022

Adopted by: The Academy Headteacher on 4 October 2021



Heartsease
Primary Academy



Lingwood
Primary Academy



Henderson Green
Primary Academy



Valley
Primary Academy

The HEART Education Trust Documents Review Record:

Version:	Date Amended:	Amended By:
1	28.6.21	H Cabbage
1.1	4.10.2021	N. Campbell
1.2	4.10.2021	COO

The HEART Education Trust, a charitable company limited by guarantee registered in England and Wales with company number 08286818. Registered office address: Heartsease Primary Academy, Rider Haggard Road, Norwich, Norfolk NR7 9UE.

Statement of intent

The Academy believes it is essential to ensure all pupils are safe when they leave school at the end of the day. We appreciate that, for many families, arrangements need to be flexible and it may be that several people care for the child after school. For this reason, we have set out clear procedures that all staff and parents must adhere to, to ensure the safeguarding and wellbeing of pupils.

The aim of this policy is to:

- Keep pupils safe.
- Ensure all staff members are aware of the correct procedures for the end of the school day.
- Make parents aware of the expectations regarding collecting children.
- Highlight the importance of parent-school communication.

1. Legal framework

- 1.1. This policy has due regard to statutory legislation and guidance including, but not limited to, the following:
 - Section 175 of the Education Act 2002 (as amended from time to time)
 - DfE 'Keeping children safe in education' (as amended from time to time)
 - DfE 'Statutory framework for the early years foundation stage' (as amended from time to time)
 - DfE 'Understanding and dealing with issues relating to parental responsibility' (as amended from time to time)
- 1.2. This policy will be used in conjunction with the following Trust policies:
 - Health and Safety Policy
 - Child Protection and Safeguarding Policy

2. General collection procedure

- 2.1. Parents will promptly collect pupils at the end of the school day, which is:
 - 3.05pm for KS1 pupils.
 - 3.10pm for KS2 pupils.
- 2.2. Parents will wait in the school playground for their child to arrive.
- 2.3. Class teachers will escort pupils into the school playground at the end of each day or dismiss from their classroom door.
- 2.4. Staff members supervise the school playground until all pupils have been collected, accounting for the school's **late collection procedure**.
- 2.5. Sufficient staff to pupil ratios are met at all times during the collection process, including statutory ratios in relation to EYFS pupils.
- 2.6. Under no circumstances will staff members take pupils home themselves.
- 2.7. Parents are aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke-free zone.
- 2.8. Pupils in **Years 5 and 6 only** will be allowed to walk home on their own as long as the class teacher has been informed of this arrangement by the pupil's parents in writing prior to this commencing, in line with the Trust's Travelling To and From School Alone Policy.
- 2.9. Staff members will not release a pupil if it is felt that the parents are not in a fit state to ensure the pupil's safety or if the pupil shows signs of distress or anxiety.

- 2.10. Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility.

3. After-school club collection procedure

- 3.1. All after-school clubs and extra-curricular activities will finish at 5 pm.
- 3.2. Parents will use the normal collection procedure, as outlined in **section 2**, when picking up children from after-school clubs.
- 3.3. Where after-school club provision is provided by an external organisation, it is the responsibility of that organisation to implement an appropriate process for the collection of pupils, ensuring that they effectively identify and respond to safeguarding concerns.
- 3.4. Pupils who attend the school's after-school care club, which parents are charged for, will be collected from the school office at the time pre-arranged with the parents.
- 3.5. Pupils who have not been collected following an after-school club will be escorted to the school's after-school care club.
- 3.6. If parents are late to collect their children, which results in the pupils attending the school care club, the relevant charge will be added to the pupil's Parent Pay account in accordance with the Trust's Charging and Remissions Policy.

4. Late collection procedure

- 4.1. Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child.
- 4.2. The school allows for a 15 minute window for late arrival.
- 4.3. If a pupil has not been collected 15 minutes after the specified collection time, a staff member will escort them to the school's after-school care club before trying to contact the pupil's parents.
- 4.4. If the pupil's parents cannot be reached via the contact number provided, emergency contacts will be phoned.
- 4.5. The school will continue to try and contact the parents.
- 4.6. The pupil will join the after-school care club and the parents are liable to pay the cost for this service.
- 4.7. All staff members, including those in charge of after-school activities, are aware of the school's internal procedure for late collection and will ensure that the situation is resolved whilst causing as little distress as possible to the pupil.

- 4.8. Pupils will be supervised at all times, ensuring appropriate staffing ratios are met – including those outlined in the ‘Statutory framework for the early years foundation stage’ where necessary.
- 4.9. Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their parents being late.
- 4.10. If the parents cannot be contacted, the non-collection procedure will be followed.

5. Recurrence of late collection

- 5.1. The length and frequency of late collections are monitored by the school.
- 5.2. Concerns regarding a pupil’s safety and welfare associated with late collection will be dealt with in accordance with the Trust’s Child Protection and Safeguarding Policy.
- 5.3. The school will keep a record of incidents where parents are late with no reasonable explanation.
- 5.4. In the event of recurrence of late collection, where no reasonable explanation has been given, a letter will be sent home to the parents inviting them to a discussion about their circumstances.
- 5.5. Parents will be made aware of the arrangements that may be put in place if they continue to collect their child late, including the school’s right to enforce a penalty charge.
- 5.6. The school will charge a £15 fine for parents who are late to collect their child more than three times a term without a reasonable explanation.

6. Collecting a child on someone’s behalf

- 6.1. The school never releases a pupil into the care of another adult who is not a family member or named emergency contact without the consent of their parents.
- 6.2. Social workers are not permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, parents and the pupil themselves.
- 6.3. The school **will not** accept a list of people who may collect the pupil as a substitute to calling the school office and informing the school directly of the change in collection.
- 6.4. Pupils may be collected from school by an older sibling if the sibling is aged 16 or older.
- 6.5. If parents wish for their child to be collected by another party who does not have parental responsibility, whether this is a regular occurrence or a single occurrence, this **must be put in writing** to the school.

- 6.6. In an emergency, verbal consent by a parent may be given for an agreed person to take their child home. This will be recorded, and a letter will be sent to the parents confirming that the arrangement was made at their request.
- 6.7. Verbal consent must include a full physical description of the person, unless already known to the school.
- 6.8. A password may be requested to be used by both parties to ensure the identity of the person collecting the pupil is the individual arranged by the parent.
- 6.9. Staff members who are unsure of an adult's identity will ask to see identification.
- 6.10. If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:
 - A staff member will take the pupil to the school office.
 - The pupil's parents will be contacted for further advice.
 - A member of the Academy's leadership team will be made aware of the situation.
 - If the pupil's parents are not contactable, the standard procedure for uncollected pupils will be followed.
- 6.11. Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

7. Non-collection procedure

- 7.1. The school will continue to try and contact the parents and named emergency contacts in the event of a non-collection.
- 7.2. A detailed record of the action taken, and the calls made, will be kept.
- 7.3. Under no circumstances will staff members go and look for the parents.
- 7.4. A staff member will supervise the pupil at all times.
- 7.5. If no contact has been made with the pupil's parents or emergency contacts, and no one has arrived to collect the child within an hour since the original collection time – the end of the school day or at 5pm if it was pre-arranged for a pupil to attend a school club – the school's child protection procedure will be followed and children's services and the police will be contacted.
- 7.6. A member of staff will stay with the pupil until children's services arrives.
- 7.7. Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents.

8. Monitoring and review

- 8.1. Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary.
- 8.2. Any changes made to this policy will be communicated to all teaching staff and parents.