



***Hoyle Court Primary School believes that every child is a learner and can achieve. Our family ethos ensures that everyone is welcomed, respected and valued. We strive to provide citizens of the future who are able to make a significant contribution to the community and to ensure that they are prepared for life in 21<sup>st</sup> Century Britain.***

POLICY TITLE:  Collecting Children from School		
COMPILED BY:  Tim Phillips	DATE APPROVED:  23.1.18	DATE TO BE REVIEWED:  23.1.20

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## **Statement of intent**

- Hoyle Court Primary School ensures all children leave school at the end of the day with a safe adult. We appreciate that, for many families, arrangements need to be flexible and it may be that a number of people care for the child after school. For this reason, we have set out clear procedures which 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
  - DfE 'Statutory framework for the early years foundation stage' 2017
- 1.2 This policy will be used in conjunction with the following school policies:
  - Health and Safety Policy
  - Child Protection and Safeguarding Policy

## **2 General collection procedure**

Parents will *promptly* collect pupils at the end of the school day, which is **3:15 pm**. Parents will wait in the school playground for their child to arrive.

- 2.1 Class teachers will escort their pupils into the playground at the end of each day.
- 2.2 Staff members supervise the playground until all pupils have been collected.
- 2.3 Sufficient staff to pupil ratios are met at all times during the collection process, including statutory ratios in relation to early year's foundation stage pupils.
- 2.4 Under no circumstances will staff members take pupils home themselves.
- 2.5 Parents are aware of what is expected of their behaviour.
- 2.6 Pupils 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 prior to this commencing.
- 2.7 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.

**Parents / Carers are expected to display appropriate and respectful behaviour towards staff on collection of their child (see also 'Parental Behaviour Policy')**

## **3 After-school club collection procedure**

- 3.1 Parents will use the normal collection procedure, as outlined above, when picking up children from after-school clubs.
- 3.2 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.
- 3.3 Pupils who attend the school's after-school care club ('Hoyle Court Kids'), which parents are charged for, will be collected from the year 3/4 entrance. Staff can be contacted by using the doorbell at this door.
- 3.4 Pupils who have not been collected following an after-school club will be escorted to the school's care club.

- 3.5 In the event that parents are late to collect their children, which then results in the pupils attending the school care club, they will be charged in accordance with the club's daily / per session rate.

#### **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 Hoyle Court Primary 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, the pupil's emergency contact 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 will 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 year's 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 In the event that the parents cannot be contacted, the procedure for the non-collection of pupils 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 school'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.

#### **6 Collecting a child on someone's behalf**

- 6.1 At Hoyle Court Primary School, we never release 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 Pupils may be collected from school by an older sibling as long as the sibling is aged 16 or older. Parent who wish their child to be collected by an older sibling from Hoyle Court Primary School, they must put this in writing to the younger sibling's Teacher.
- 6.3 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.
- 6.4 In an emergency, verbal consent 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.

- 6.5 Verbal consent must include a full physical description of the person, unless already known to the school.
- 6.6 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.
- 6.7 Staff members who are unsure of an adult's identity will ask to see identification.
- 6.8 If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:
  - a) A staff member will take the pupil to the school office.
  - b) The pupil's parents will be contacted for further advice.
  - c) A member of the senior leadership team will be made aware of the situation.
  - d) If the pupil's parents are not contactable, the standard procedure for uncollected pupils will be followed.
  - e) Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

## **7 Children walking home by themselves**

- 7.1 Hoyle Court Primary School is mindful of the following government guidelines; "Most advice on leaving children alone suggests that instead of focusing on the child's actual age, parents should consider how mature the child is". (yougov.co.uk, Jan 2018). However, the same source also states: "The average age at which Britons say that a child is fine to walk to school unaccompanied by an adult is 10".
- 7.2 In line with this, Hoyle Court Primary School advises that at parents' discretion, children may walk home by themselves. However the school *does not support* children in years Reception – year 4 walking home unaccompanied.
- 7.3 Parents of children in year 5 and 6 are provided with three options thus:
  - a) To collect their child in person, with their child being supervised by staff until they are collected.
  - b) To let their child leave the school building to find their parent on the playground, at the school entrance or where they may be waiting in a car nearby school. (Children will be regularly reminded to return to the school building should their parent not be present).
  - c) To let their child walk home by themselves unaccompanied.
 If no consent is received from parents for the above options, teachers will adhere to option a.
- 7.4 If parents wish to make alternative arrangements to the above, they must put this in writing to the school via letter or email explaining their preferred option. For example, if an older sibling from school collects a younger brother or sister from another class.

**It is important that parents / carers who choose to collect their child from school do so promptly, at 3.15pm.**

## **8 Non-collection procedure**

- 8.1 The school will continue to try and contact the parents and named emergency contact in the event of a non-collection.
- 8.2 A detailed record of the action taken and the calls made will be kept.
- 8.3 Under no circumstances will staff members go and look for the parents.
- 8.4 A staff member will supervise the pupil at all times.
- 8.5 If no contact has been made with the pupil's parents or emergency contact, 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 4.30pm 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.
- 8.6 A member of staff will stay with the pupil until children's services arrives.

- 8.7 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.

## APPENDIX A):

### Safeguarding procedures for gaining parental consent and registering children for wraparound care and extra-curricular clubs

(To be provided to all club providers / club leaders including those provided by school prior to the commencement of any new club)

#### Safeguarding

- School must receive documentation confirming a full DBS (Disclosure and Barring Service) check prior to any club starting.
- In the event of an accident during a club which requires first aid, a member of the school office will be contacted in the first instance. If no one in the school office is available a member of staff from the school's wraparound care club will be informed.

#### Registering attendance

- On the first day back each half-term, all clubs due to run that half term must have a register of attendees in place and the school office must have a copy of this. All parental consents will have been sought by the school and a register will have been created by school. Parental consent is sought by school for all clubs, *including external providers*. Written consents are kept until the club has completed (usually at the end of term / half-term), at which point they can be discarded.
- Before the commencement of the club, club leaders will collect a register from the school office. This reflects the fact that children due to attend may be absent from school on that day and each register needs to be up to date.
- Registers are taken at the start of each club and must be *returned to the school office* before the club activities commence. All registers are kept centrally in the school office.
- If a child who is expected to attend a club (i.e. is on the register) does not attend, the school office will be informed with immediate effect. Office staff will then double check whether the child was in school or absent. If the child was in school and was due to attend the club, a member of the office staff will speak to the child's teacher to seek clarity on whether the child left school with an adult known to the child. The child's parents will then be contacted to confirm they are safe. If no contact can be made with the parent / carer and / or the child's whereabouts cannot be verified, a member of the Senior Leadership Team will be informed with immediate effect.

#### Parental Consent

- School will gain written consent from parents for all clubs. If parents pay club fees to an external provider, parental consent will still be sought in writing from school for children who will be attending.
- When parents' consent is sought, they will be asked whether their child is permitted to walk home by themselves after the club (only for children in years 5-6). If parents would prefer for an adult known to the child to collect them, they will clarify which adult(s) this will be. For all children in years Reception – year 4 this will be the case.
- When a club finishes, the children will be walked to the corridor by the school office, where they will be handed over to **an adult known to the child**. The identity of the adult collecting the child can be checked if necessary with either a member of the office staff or by reference to the completed parental consent reply slip detailing the name(s) of adults who will be collecting the child.
- If school receives no consent from parents regarding collection of their child, school will assume a parent / carer will be collecting the child. If the child is not collected, the club leader will gain verbal consent from the parent / carer via telephone before letting a child walk home. As above, this is only the case for pupils in years 5-6, all pupils in other years groups are expected to be collected in person.