



Tudor Grange Primary Academy St James

Safe Collection of Children Policy

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Introduction and aims

The safety of our pupils is of paramount importance to all stakeholders of Tudor Grange Primary Academy St James. Through this policy, we will ensure that clear and robust procedures are in place for the collection of children. These procedures will be regularly reviewed and shared with staff, parents, carers, pupils and the Local Governing Body.

The end of the school day is a busy time, so it is of great importance that children are dismissed in a careful, orderly manner, under strict supervision by staff and collected on time by an authorised adult in an effort to ensure that all children arrive home safely. The aim of this policy is to ensure that the responsibilities and expectations of all parties are clear to maintain the safety of all children.

TGPASJ aims to ensure that any uncollected child receives a high standard of care in order to cause as little distress as possible. In the event that a child is not collected by an authorised adult at the end of a day/session, TGPASJ puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. TGPASJ informs parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

The Authorised Adult

The Authorised Adult must be a responsible person aged 16 years or over. The person may be a:

- Parent or carer
- Family Member
- Childminder
- Neighbour
- Someone over the age of 16 who has the parent/carer's written permission to collect the child from school. Verbal consent may be accepted in an emergency situation.

The Supervising Adult

The Supervising Adult is a member of school staff, or a supply member of staff contracted by the school, who will be responsible for the safe dismissal of children. This person will:

- Ensure a safe release to the Authorised Adult
- Ensure positive identification of the Authorised Adult. If a child is unsure who is collecting them or does not recognise the person who has come to collect them, permissions will be checked before release.

Contact Information

Parents of children starting at TGPASJ are asked to provide the following specific information which is recorded on our Management Information System:

- Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child

If there are any changes to the above, parents are asked to update their details on their MCAS account immediately.

Up to date emergency contact information must be held on MCAS. These emergency contacts will be treated as authorised adults. Where another adult is collecting your child other than those listed on your MCAS account, this must be communicated to school via a note in the homework diary or by telephone or email to the school office.

Any unknown person collecting children will be challenged by staff and permissions will be checked with parents/carers.

Parents in EYFS identify a password for their child. Any adult authorised to collect your child, other than those with parental responsibility or held as emergency contacts, must share this password when collecting the child.

Safe Dismissal and Collection

School finishes at 2.45pm for Nursery and at 3.05pm for all other year groups.

All children in Nursery will be lined up at the EYFS door. Parents should wait at the bottom of the ramp within the pedestrian area. Nursery children will be handed individually to their authorised adult.

Children finishing the morning session of Nursery at 11.45am will be collected from the EYFS gate. The children will line up inside the gate and will be handed individually to their authorised adult.

At 2.55pm, a member of the school staff will open both playground gates and adults collecting children are asked to come onto the playground to wait in the top area of the playground by the gates.

Reception children will be lined up at the EYFS door. Parents should wait at the bottom of the ramp within the pedestrian area. Reception children will be handed individually to their authorised adult.

Year 1 pupils will be released for collection from the top of the EYFS ramp on the main playground. Authorised adults should enter the playground via the main playground gate and queue on the left-hand side of the ramp. Supervising adults will ensure that children are lining up in the EYFS outdoor area before beginning dismissal one pupil at a time, starting with the first parent in the queue. Supervising adults are to make a positive release to the authorised adult, supported by verbal and possibly physical contact (such as a touch to the shoulder) to the child.

Children in Years 2 – 6 will come out onto the playground with a supervising adult where they will line up. The adult will dismiss pupils in turn from the front of the line. Supervising adults will make a positive release to the authorised adult, supported by verbal and possibly physical contact (such as a touch to the shoulder) to the child.

At the end of after school events or clubs, the same process will be adhered to.

Where a class is being dismissed by more than one supervising adult, the pupils will be split into groups with each supervising adult having responsibility for the group of children they are dismissing. Pupils must not be dismissed from the back of the line by a second adult.

Once a child has been collected by an authorised adult, they are no longer the responsibility of the school.

Children walking home alone

Pupils are only permitted to walk home alone in Year 6. Parents are asked to write a letter to the office indicating that would like to give pupils the option to do this, clearly indicating days on which this will happen. If you are giving your child permission to leave the school premises alone to walk home at the end of the day, you are agreeing to be responsible for your children during this period.

Collected from after school Wraparound Care

Pupils must be collected promptly by 6pm by an authorised adult who will be asked to sign the pupil(s) out. Pupils will not be able to leave with any siblings under the age of 16. Parents collecting pupils late on more than 3 occasions will be charged a late fee and further wraparound bookings may be refused.

Communication

As always, good communication between home and school is vital so please let school know as soon as possible where there are changes to your normal collection routines. If you are going to be late to collect

your child at the end of the school day, please notify the office as swiftly as possible. Depending on the expected time of collection, and to ensure your child's safety, they may be put into wraparound and this will be charged.

When pupils are not collected

Procedure

If a child is not collected at the end of the day/session, we follow the following procedures:

- If 10 minutes after the school day/session has finished the child has not been collected, s/he will be taken to the front Office. The child's Homework Diary is checked for any information about changes to the normal collection routines. If no information is available, parents/carers are contacted at home or at work. If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the Admission Form – are contacted. Parent/carers will be reminded of the correct time for releasing children into their care, and asked if there is a genuine reason for the late collection.
- Once 20 minutes has passed since the school day has finished (assuming no prior arrangement has been agreed) the pupil will be placed into Wraparound care and the parent/carer charged. Where this is not possible due to minimum staffing levels, at least two staff will be present until responsibility for the child is handed over.
- All reasonable attempts are made to contact the parents or nominated carers.
- If this happens without a genuine reason more than 3 times in a term, parent/carers will be advised they risk losing their child's place in the Enrichment club / Wraparound care where applicable.
- Staff will record the incident in the pupil's Communication Log section of Bromcom, stating the times and people that they have tried to make contact with.
- If the child has not been collected/received, and it has not been possible to contact a parent or named carer, 30 minutes after the agreed finish time for the school day/activity, a phone call should be made to MASH on 0121 788 4333. If you need to report concerns out of office hours then please contact the Emergency Duty Team (EDT) on 0121 605 6060. You will need the following information:
 - a) Brief circumstances of incident**
 - i) Child's details ii. Name(s)
 - ii) Date of birth
 - iii) Address
 - iv) Gender
 - v) Ethnicity
 - vi) Religion
 - vii) Language spoken
 - ix) Special dietary needs
 - x) SEN/behavioural difficulties/medical needs/
 - b) Parent/Carer Contact Details**
 - i) Parent/carer/alternative carer details
 - ii) Name(s)
 - iii) Address(es)
 - iv) Home/work/mobile telephone number(s)
 - v) Any current or previous child protection concerns*
 - vi) Any previous incidents of not being collected from school
 - vii) Details of GP/Health Visitor (optional). *If the child has an allocated social worker, the school will contact the social worker, or the allocated team manager.
- The Principal/Senior member of the Leadership Team should meet with the parent on the next working day and outline the actions that the school had to take and why. This will include informing the parent of any arising financial issues and agreeing a payment date

If the child is a Nursery child who should have been collected at the end of the morning session, we will keep the child with the rest of the Nursery group to provide continuity and reassurance, and we will continue to attempt to contact parents/carers. If no-one collects the child within half an hour after the setting has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

Under no circumstances do staff to go to look for the parent, nor do they take the child home with them

Incidents when a child is uncollected can be an anxious time for the child and the adults looking after them. It is imperative that staff conduct themselves in a professional and sympathetic manner when interacting with both the child and other adults. The situation or the personal views of staff will not be discussed in front of the child. Children will be supervised but not be present if staff are making phone calls to locate the parent, carers or children's social care. The child will also not be party to any discussions about the situation if/when the parent arrives on the premises. It is our responsibility to ensure we minimise the impact of a stressful situation upon the child in our care.

Actions taken following non-collection

A full written report of the incident must be recorded in the child's file. Depending on circumstances, we reserve the right to charge parents for wraparound services and / or the additional hours worked by our staff.

Where more than one incident occurs, repeated episodes of late collection with notification, or where there are reasons for concern regarding the ability of parent(s)/carer(s) to collect/receive their child, the Principal will:

- a) Initiate a discussion between the School and the parent to identify a strategy for addressing these concerns.
- b) Where agreement cannot be reached with parents, or in cases where there are child protection concerns, a referral to MASH will be completed and Social Care Services will be invited to contribute to identifying the strategy for addressing the concerns and safeguarding the child.