



LEAGRAVE PRIMARY SCHOOL

'STRIVING FOR EXCELLENCE, LEARNING FOR LIFE'

Contact and Collections Policy

Ratified by Governors

Date June 2020

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NON STATUTORY

We have carefully considered and analysed the impact of this policy on equality and the possible implications for pupils with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations

Contacts and Collections Policy

References/Legislation that inform this policy:

The Children Act 1989
The Childcare Act 2006
The Protection of Children Act 1999
Data Protection Act
Freedom of Information Act

This list is not exhaustive

Policies which should be read in conjunction with this policy:

Admissions
Confidentiality
Emergency Closure
Health and Safety
Safeguarding Children and Child Protection
Staff Induction
Start and End of Day

This list is not exhaustive.

Aim

The aim of this policy is to set out our policy and practices regarding Contact and Collections of the child in our care.

Objectives

We will ensure that our aim is embedded into everyday good practice by:

- informing parents and carers of this policy,
- making this policy available to parents and carers via the Website and ensuring that hard copies are available from the school office, if requested,
- circulating the policy amongst staff,
- making this policy part of the induction policy for new staff and all volunteers in our settings,

We will ensure that this policy is consistent with duties under legislation and safeguarding practice.

Contact details of pupils and their parents/carers

- We gain contact details for the pupils and their parents/carers at our school through the written school admission form. This information is reviewed at least annually.
- Parents/carers are reminded to keep these numbers, addresses and email addresses up to date through reminders sent via text, email, letter, newsletters, phone calls and face to face conversations.
- The school office team input and update contact details for children and their parents/carers in school.
- Parents/carers are asked for a number of contact details e.g. place of work, address, telephone numbers – work, home and mobile numbers.
- Parents/carers are expected to provide contact details for at least two alternative contacts.
- Parents/carers are invited to set up passwords. These will enable people they have nominated to collect their children from school. These passwords are stored and can be located on SIMS.

Telephone Enquiries

In the case of a telephone enquiry about a child or member of staff that is not from a recognised source (e.g. Admissions, Social Services):

- details are not shared over the telephone
- it is not confirmed or denied that an individual attends our school
- the conversation/ enquiry is logged
- details of the caller and a landline number is requested
- If the call is from another school, the DfE number is requested and confirmed before sharing information.

Authenticity of the caller is then sought by;

- Asking the caller to provide details of his/her place of employment.
- Calling the caller's place of employment and asking to speak with him/her. The number for the place of employment should be found via the internet, and should not be used, if only given by the caller.
- asking a question, such as an address, alternative phone number that is stored on SIMS.
- seeking advice from the Headteacher or another member of the Senior Leadership Team.
- The call may be reported to the Police.

Who may collect?

The rules we have in place for the collection of children from our school apply to all collections from school at any time, including but not limited to: leaving school at the end of the school day or during the day to go to a medical appointment, going home for lunch, after-school clubs and after hour events, such as sports fixtures or school trips.

- We obtain information about who has parental responsibility for the children through admission visits, induction procedures, home visits and asking to see relevant documents.
- In the case of separated families, the school's policy is explained to parent/carers.
- In most families both parents have parental responsibility and therefore have equal rights to collect their child/ren from school.
- In some cases, a person who is acting as a parent to a child may not have parental responsibility (For example, a step-parent or the partner of a parent) In such cases, this parent does not have the right to collect a child without the permission of the parent with parental responsibility.
- In a few cases, there may be a Court Order which states that a particular parent is not allowed contact with a child. In these cases, the Designated Safeguarding Lead will inform class teachers of the situation, though not in detail, so that the Court Order can be obeyed. If a parent, where such a Court Order is in place, arrives to collect a child, a member of the Senior Leadership Team is informed immediately and the child is not released until the parent with parental responsibility has been consulted.
- Pupils may only be collected by parents/ carers or named authorised people. Where this is not the main parent/carer, this is recorded on the school's admission form and SIMS. A face to face personal introduction to the nominated adult is set up between the school and main parent. A password is put in place.
- Pupils will never be released to anyone that is known to be under 16 years of age.
- Anyone who comes to collect pupils from school and looks under the age of 16 will be challenged about their age. They may need to have proof of their age.

Collecting Pupils from school. (Please see the Start and End of Day Policy)

Parents collect children from Year group doors at the end of each day. These will be different doors for each year group and times will vary depending upon the age of the children and the day of the week (See Start and End of the day Policy for details)

In Nursery, Reception and Years 1-5 the class teacher will release each pupil directly to the parent/carer, making sure that he/she asks for passwords if it is not the parent/ carer or person who regularly collects the child. Some children in Year 6 will have written permission to walk home alone. Towards the end of Year 5, the Head teacher may grant permission for children to walk home, from extended learning sessions, if parents/carers also provide written permission for this to happen.

If the password is not known by the person who is trying to collect, or it is the wrong password, a telephone call will be made to the parent/carer of the pupil to validate who is collecting the pupil. The parent will be asked to answer questions that prove the person collecting is the right person or may be asked to telephone the person with a different password which they will also give to the member of staff, making the telephone call. A senior member of staff should be informed if this happens.

If the person who is collecting looks, or is known to be under 16 years of age, proof of age will be sought. The pupil will not be released to anyone who is under 16 years of age.

If the person who is collecting is younger than 16 years of age, a phone call will be made to parents, explaining that pupils are not to be collected by anyone under the age of 16 and that we will not release the pupil until an older person comes to school to collect the pupil. A senior member of staff should be informed.

If we refuse to release children because of either of the above reasons, the children will be placed into After School Care and charges will be incurred. (Please see Admissions Policy for details of these)

Parents/carers are discouraged from making appointments for their children during school hours. However, there are occasions when these cannot be avoided. Parents/carers are asked to bring proof of such appointments to school and to inform the school that they will be taking the pupil out with as much notice as they are able to give.

In these circumstances, parents/carers are asked to collect their children from the main Reception. The children will be brought to the office by a member of staff and then signed out of school by a member of the Administration Team. They should return to school in the same way, if coming back to school on the same day.

Informing school if a parent/carer is not going to collect children from school.

It is the responsibility of the parent/carer to notify the school if another adult is collecting their child.

To do this, they must speak to a member of the Administration Team when they bring the child to school in the morning or telephone the school, as early as possible, during the school day.

When informing the school, they will need to provide information about the person who will be collecting their child, such as the name, relationship and names of other children who attend the school. A password must also be agreed. This may be the one that is recorded on SIMs but may also be a temporary one that is set up just for that day.

It is the parent's responsibility to ensure that the person who will be collecting knows the password to use.

The Administration Team will ensure that the class teacher knows this information so that he/she will be able to release the child once the password has been given.

If a parent is regularly going to send another adult, such as a child minder, relative or close friend to collect their child, where possible a face to face introduction will be set up

between the class teacher, parent/carer and the person who will be collecting. This information is recorded on SIMs. A password must be in place in case the class teacher is not available to dismiss at any point. However, it will not be necessary to telephone the school every time this person is going to collect.

Passwords

Passwords are very important as they are the school's way of checking that the person who is trying to collect a child has permission to do so from the child's parent. If the password that is given by the person who is collecting is incorrect or they do not have a password, we ask that they will be patient with staff who then have to follow the procedures above in order to check that they do have permission from the parents/carers.

Passwords must be words that are easy for parents to remember. Many are unlikely to be used very often. They must not be words that others may guess such as children's names or surnames.

Passwords must only be shared with the adult who is collecting a child, in place of the parent/carer. They must never be shared with the child.

Some parents/carers will always use the same password which is the one that is recorded on SIMs. However, some parents/carers may choose to use different passwords with different people. For example a mother may use one password when a friend is collecting children but a different one if her estranged partner is collecting. The important thing is that the parent/ carer informs the school and the person collecting about the password for that specific day.

If parents/carers wish to change the password that is recorded on SIMs at anytime, they may do so by asking at the main Reception.

Passwords are not usually necessary if the child's main parent/ carer is collecting. Occasionally, however, parents/ carers may be asked for passwords in the following circumstances:

- The member of staff has not met the parent/carer before,
- The member of staff does not recognize the parent/carer,
- The parent/carer has not collected from school before,
- The parent/carer is not the main carer and we have not been notified by the parent/carer that somebody else will be collecting.

In these circumstances, if the parent/carer does not have a password, the school will telephone the main carer to confirm that this person is also the parent/carer or may check with a member of the Senior Leadership Team that the parent/carer is known to the school and is allowed to collect. Parents/carers, who are collecting, are asked to wait patiently as we do our safety checks. The children's safety is paramount.

Can children leave school without an adult?

The only children who are usually allowed to walk home from Leagrave Primary School without being collected by an adult are pupils in Year 6. These pupils' parents/ carers will have given written permission for their children to walk home alone and this will have also been agreed by the Headteacher. Pupils are ordinarily only allowed to do this at the end of the school day. This may be at 3.25 pm (Monday-Thursday), 1.25 pm (Friday) or at the end of an extended learning session. Pupils will not be allowed to walk home alone at the end of After School clubs.

In the summer term of Year 5, pupils prepare to move into Year 6 and at this time, parents may be asked to give written permission for their children to walk home, unaccompanied by an adult, at the end of the school day.

No child will be allowed to walk home without the written consent of a parent. Parents always have the right not to give this permission and parents should not feel pressured into giving this permission.

The permission that is granted to children to walk home, unaccompanied, can be revoked by the Headteacher or by parents at anytime.

In exceptional circumstances, the Headteacher may grant permission for children in Years 5 or 6 to walk home in other circumstances.

Persons who may not collect children

If a parent/carer comes to collect the child under the influence of drugs or alcohol a member of the Senior Leadership Team will be notified immediately. The situation will be assessed immediately and if it is deemed that the adult would not be able to look after the child responsibly, advice will be sought from MASH. The situation will be dealt with as a safeguarding concern and normal safeguarding practice will be followed.

Other people who are not allowed to collect children from school include:

- Anyone under the age of 16 or who looks under 16 and has no proof of age.
- Anyone who does not have parental responsibility and permission from the parent/ main carer to collect.
- Anyone who does not have parental responsibility and does not know the password that the parent and Administration Team have agreed for the particular child on a particular day.
- Anyone that the child does not recognize, know or want to go with.
- Anyone who has been banned from the school property. (Arrangements may be made for the child to be collected by this person from the school gate)

If any of the above try to collect a child, a phone call will be made to the parent/ carer immediately.

If it is the password that is missing, the parent may phone the person who is collecting and share the agreed password then. Once the password is agreed by the school, parent and adult who is collecting, the child will be released from school.

In all other cases, the child will be placed in After-school care for which the parent will be charged a late collection fee. The child will remain there until the parent is able to come to school or make an alternative arrangement for the collection of the child. If the child has not been collected by 6.00 pm (Monday-Thursday) or 3.00pm (Friday), Social Services will be contacted. (please see below)

Non Collection of a child (please see the Attendance Policy 2019)

If a child is not collected on time, staff will attempt to call the child's parent/carer.

If the child has not been collected within ten minutes of the end of their school day, they will be taken to After School Club. There will be a charge for children collected within the first ten minutes and a different charge will be incurred once a child is placed in After School Club. (Please see the Attendance Policy for details of these charges.)

However, we accept that a variety of emergency situations can arise due to unforeseen circumstances and will ensure that charges are not imposed on the parent where there is a genuine unforeseen emergency. Notification must be given to the school as soon as the situation arises or when collecting the child.

If a child's parent/carer has not arrived to collect a child by 6pm (Monday-Thursday) or 3pm (Friday) Social Services will be contacted. The phone number is 01582 547600 (MASH before 5.30pm) or 08702385465 (Emergency Duty Team after 5.30pm).

At this time, safeguarding procedures will be put into place and the school will follow the advice given to us by Social Care.

The Headteacher will be informed of the non-collection and the incident recorded. A member of the Senior Leadership team will meet with parents at the earliest opportunity to discuss the situation.

In the case of emergency closure of the settings

Please refer to Severe Weather Policy and Fire Procedures Policy

Parent/carers will be contacted via the school web site, text or email in the case of emergency closure.

All children will be kept in a designated safe place with the appropriate child: staff ratio until all children are collected. Children may be given refreshments and will be kept warm/cool. Normal collection rules will apply.

If members of staff need to be sent home, they will be sent home according to the distance they have to travel in the case of bad weather and/or their personal circumstances, such as childcare arrangements.

Policy Implementation

- The School Governing Body is responsible for the implementation, review and evaluation of this policy. It will be consulted during the review of this policy.
- This policy is freely available to all staff, parents/carers and service partners on the school's website and a hard copy is available, on request, from the school's office. It will form part of staff induction.

This policy was written by the LPS SLT.

It will be evaluated by the above.

It will be reviewed in June 2024 or before if procedures change.

It was agreed and adopted by the Governing Body of Leagrave Primary School June 2020.

This policy will be implemented June 2020.