

CHILD COLLECTION POLICY

1. This policy aims to set out the procedure for the collection of children from the school in order to ensure a safe environment for all. It applies at all times to every child at the school, including the children in the Early Years Foundation Stage as well as those in Breakfast Club and After School Club.
2. In the event that a child is not collected by an authorised adult at the end of the school day, the procedure to follow is set out clearly below. However, there are times when an adult who is not known to the staff at the school will come to collect a child. We will ensure that the situation is resolved quickly and efficiently to cause as little distress as possible to the child by following the procedures laid out here.

Procedure for Collection of Pupils by Other than Authorised Adults

3. When a child commences at Norfolk House School, and every September thereafter, parents are asked to supply the following information:
 - (a) home address and telephone number of parents/carers;
 - (b) place of work, telephone number and any relevant extension numbers mobile contact numbers; and
 - (c) names and contact details of at least two adults who are authorised to collect the child from school, i.e. child minder, relative, neighbour.
4. If there are any changes to the above, parents are asked to inform the school immediately.
5. In the event that the parents / carers, or any other adult authorised by the parents and who is known by the school staff, is unable to collect the child, the following procedure must be followed:
 - (a) the parent / carer must contact the school as soon as possible and provide the full name and address of the adult who is to collect the child;
 - (b) the parent / carer must provide the school with a password that will be known only to the parent / carer, the adult collecting the child and the school;
 - (c) the adult who has been authorised to collect the child will be asked to provide the following before being granted access to the school premises:
 - (i) photographic proof of their identity (e.g. driving licence or passport);
 - (ii) proof of their address; and

(iii) the password

(d) photocopies will be taken and retained of the documents which provide photographic proof of identity and address.

Procedure for Non-Collection of Pupils at the end of a School Day

6. In the event that a child is not collected by an authorised adult at the end of the day, the school will put into practice procedures to ensure that the child is cared for safely. Parents are made aware of these arrangements.
7. After school hours, children are cared for in After School Club between the hours of 3.45pm and 5.30 pm. When a child is unexpectedly left in school after 3.30pm they will be placed in After School Club and the supervising staff will be notified.
8. If the child has still not been collected by 5:00pm, the supervising staff will telephone all available contact numbers to confirm with the parents what arrangements have been made.
9. Further attempts will be made to contact the parents every 15 minutes after this. If the staff have been unable to speak to the parents by 5.30pm the member of the Senior Leadership Team on duty or, in their absence, the Headmistress, should be informed of the situation.
10. After School Club ends at 5.30pm, but the staff will remain with the child whilst continuing to make contact with the family. In the unlikely event the child is still on the premises into the evening, the Headmistress or the Deputy Head, in her absence, shall contact in the first instance Birmingham Multi-Agency Safeguarding Hub for advice on 0121 303 1888 (Emergency Duty Team: 01902 552999) for advice. They will then refer the call to Social Services if and as necessary.
11. On no account is a member of staff to take a child to their home at any time. After the incident has been brought to a satisfactory conclusion, a full incident report will be written by the staff concerned.
12. The parents of the child shall be liable to pay the Late Collection Charge, details of which are available on the Scale of Fees published on the school's website.

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