

Tornedale Infant Academy



CHILD COLLECTION AND HANDOVER POLICY

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1. GENERAL PRINCIPLES

Our commitment: While there are no laws on who can and can't collect a pupil from school, we are responsible, under our duty of care, for keeping children safe. This policy sets out our procedures to ensure all children are collected safely at the end of each day.

Key principle: Children will only be released into the care of adults who have been authorised by parents/carers and are known to staff. Passwords will be used in nursery to aid collection.

2. AUTHORISED COLLECTORS

Parent/carer responsibilities:

Parents and carers must provide the school with a written list of emergency contacts and inform school if any other adults will be collecting the pupil from school.

Parents/carers must:

- complete the emergency contact details during the admission process and inform the school office if any changes are required during the year;
- inform the school office or class teacher **immediately** of any changes to collection arrangements; and
- notify the class teaching staff of any specific dates when particular people will collect their child (eg, "Grandma will collect every Wednesday").

How to notify us of changes:

- In person at the beginning of the session
- By telephone to the school office: 01302 868387
- By email to the school office: admin@tornedaleacademy.com
- Office hours: 8.15 am to 4.00 pm

Emergency or last-minute changes:

If collection arrangements change at short notice, parents/carers should contact the school office as soon as possible, providing:

- the name of the person collecting;
- their relationship to the child; and
- a brief description of the person and what name they are known to the child as.

3. COLLECTION BY OLDER SIBLINGS

It is legal for someone under 16 to collect a child from school, however, at Tornedale Infant Academy:

Requirements:

- Parents/carers must complete a permission slip, available from the school office, if they would like an older sibling to collect their child.
- The sibling must be **13 years of age or over** and a photograph of the sibling must be provided to the school office.
- This information will be stored in the school office and shared with the class teacher.

Age verification:

- Anyone who appears under 18 years of age who comes to collect a child and is not on the collection register will be asked to confirm they are over 18.
- If the individual cannot assure staff that they are over 18, the Headteacher will be informed and a named contact for the child will be phoned to arrange alternative collection.

4. NURSERY-SPECIFIC PROCEDURES

Morning session (start):

- Parents will wait on the Reception playground by the gate at the beginning of the session.
- A member of the nursery team will meet families at the gate.
- Children starting at 12 noon should be taken to main reception, where a member of the admin team will escort them through school to nursery.

Morning session (end - 11:30 am):

- A member of the nursery team will take children to the main reception.
- Children will be handed over directly to their authorised adult.

Password system:

- Nursery operates a password system for additional security.
- An agreed password is given by parents to nursery staff during home visits.
- When an extended family member or friend is collecting the child, parents/carers must:
 - inform nursery staff or the main office at their earliest convenience;
 - pass the agreed password to the person collecting.

5. COLLECTION PROCEDURES FOR ALL YEAR GROUPS

Standard collection:

- All parents/carers must come to the appropriate door/gate to collect their child.
- Children will only be handed over when a known, authorised adult collects them.
- Staff will encourage authorised adults to briefly introduce themselves to staff, if they haven't collected before.

Verification process:

- If staff do not recognise the adult collecting, they will:
 - ask for identification;
 - check the photograph on file (if provided); and
 - verify with the parent/carer by telephone before releasing the child
- The school will never allow anyone who's not listed as authorised to collect a pupil without contacting the parents/carers to verify their identity first

Early collection:

- If parents/carers need to collect their child early, they must inform the office as soon as possible.
- Parents/carers must sign the child out at the office.
- The child will be brought to reception for collection.

Late arrival for collection:

- If parents/carers are going to be late, they must inform the office as soon as possible.
- The child will be supervised by staff until collection.
- Parents will be asked to complete a form advising why they are late.

6. SAFEGUARDING CONSIDERATIONS

Staff working with children are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of a child, staff should always act in the best interests of the child.

When staff have concerns:

Staff reserve the right to refuse to hand children over to their collector if they have safeguarding concerns, including if the collector:

- appears to be under the influence of alcohol or drugs;
- is behaving aggressively or inappropriately;
- is not authorised to collect the child; and
- is subject to a court order preventing contact.

Action to take:

1. The Headteacher or senior leader must be informed immediately.
2. The child will be kept safe and supervised by staff.
3. Appropriate action will be taken, which may include:
 - contacting a different authorised adult or parent/carer;
 - contacting the Designated Safeguarding Lead;
 - contacting local authority children's social care; and
 - contacting the police if necessary.

If there are any court orders in place that set out specific arrangements or restrictions for who can collect the child and when, parents/carers should discuss these with the Headteacher and include these in their collection arrangements.

Record keeping:

- The school will record details on CPOMS to make staff aware of anyone who's not allowed to collect a pupil.
- All incidents where collection is refused will be documented on CPOMS and reported to the Headteacher and Designated Safeguarding Lead.

7. UNCOLLECTED CHILDREN

Tornedale has a clear protocol for what to do if parents/carers are late to collect their children, or fail to collect them at all, which aligns with our safeguarding procedures.

If a child has not been collected at the end of the school day:

Immediate actions (first 15 minutes):

- Check for any messages about delays or changes to collection arrangements.
- The class teacher/staff member will supervise the child in a safe location.
- The school office will attempt to contact the parent/carer using all contact numbers on file.

After 15 minutes:

- The school office will continue attempts to contact parents/carers using alternative contact numbers and other emergency contacts on file.
- If children are not collected within 15 minutes of home time, they will be placed in our wraparound care provision. Parents will be charged for one hour of childcare unless the school has been informed in advance that collection will be late, and the reason is deemed valid by the Headteacher.

After 45 minutes:

If unsuccessful and the child is still not collected after 45 minutes, the school will follow safeguarding procedures. This will involve notifying children's social care or the local safeguarding team.

By 5:00pm:

If no contact has been made and no-one has arrived to collect the child, the Emergency Duty Team at Doncaster Children's Services will be contacted.

Important safeguarding rules:

- If staff have any concerns about a child's welfare, they should act on them immediately.

- School will never release a child into the care of another adult without the prior consent of the parents/carers.
- Staff members are not allowed to take children home with them.
- Staff are not allowed to transport children in their own cars.
- Pupils must be under the supervision of a member of staff at all times until they are collected.

8. PERSISTENT LATE COLLECTION

Persistent failure to collect a child from school could constitute neglect.

Our approach:

First occasion:

- Verbal reminder of the policy; and/or
- discussion with parent/carer about any difficulties.

Second occasion:

- Letter may be sent inviting parents/carers to meet with the class teacher and/or senior leader; and or
- a discussion to understand reasons and identify solutions.

Third occasion:

- Letter sent inviting parents/carers to meet with the Headteacher to discuss potential solutions, including what the school can do to help, such as pointing the family to local support services or offering a place at an after-school club.

Subsequent occasions:

- If there are concerns that the pupil may be suffering from neglect, the Designated Safeguarding Lead will be informed and may make a formal referral to social services or to the police.
- The school may consider introducing charges for late collection.

9. STAFF TRAINING AND AWARENESS

All staff involved in child collection will:

- be familiar with this policy and procedures;
- know how to verify authorised collectors;
- understand when and how to escalate concerns;
- receive regular reminders at staff meetings; and
- know how to contact the Headteacher and Designated Safeguarding Lead.

10. COMMUNICATION WITH PARENTS/CARERS

This policy will be shared with parents/carers through:

- the school website;
- parents' evenings; and
- reminder communications during the academic year

11. MONITORING AND REVIEW

This policy will be monitored and reviewed by the Headteacher at least every three years.