



Pilgrims School

Collection of Children Policy

January 2023

Next review date: January 2024



Please note: 'School' refers to Early Years Foundation Stage (Little Pilgrims, Kindergarten and Pre School) and Pilgrims Main School.

This policy will provide clear guidance for parents/carers, authorised persons, governors and staff in relation to their responsibilities for the collection of children who attend Pilgrims School.

Policy links include: Attendance, Safeguarding, Out of Hours School Care Policy and Procedures, EYFS.

Contents

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Collection of children

Children should be collected by their parents/carers on time at the end of: their session/ school day /club /Owls. This is to ensure that as little distress as possible is caused to any child, and to adhere to staff working hours.

When collecting children, please do not hold any of the entrance doors or gates open for any other parent or child, to ensure the safety of the children.

The timings for Little Pilgrims, Kindergarten, Pre School and the main school including after school clubs and are detailed in the tables below:

Time	Little Pilgrims and Kindergarten	Pre School
7.00am - 9.00am 3.00pm – 6.00pm	Gate to Bedford Park open	Gate to Bedford Park open
8.00am - 8.30am	Breakfast	Breakfast
8.30am - 8.45am	Short day session begins	Short day session begins
Mid-morning	Snack	Snack
11.45		Lunch (full day children only)
12.00 noon	Morning session ends	Morning session ends
12.15	Lunch (full day children only)	
1.00pm	Afternoon session begins	Afternoon session begins
3.30pm	End of short day	End of short day
4.00pm	Tea time	Tea time
5.00pm	Afternoon session ends	Afternoon session ends
6.00pm	Full day session ends and school closes	Full day session ends and school closes

Time	Main school
7.00am - 9.00am 3.00pm – 6.00pm	Gate to Bedford Park Open
8.00am	Larks in the dining room
8.25am - 8.40am	Gate into the main playground unlocked
8.45am	Registration in class
Mid-morning	Snack
12.15pm - 1.30pm	Lunch
3.30pm	End of school day & Owls commence
From 3.30pm	Extra-curricular clubs start
From 4.00pm to 5.00pm	Clubs finish. Times vary
6.00pm	Owls finishes and School closes

This information is also published on the school website (www.pilgrims-school.info) along with contact details for the school. Extra-curricular club information is made available to parents prior to booking and listed on their confirmation details.

Parents are notified, in writing, in advance of any changes to collection times which may be due to 'out of school' visits or end of term arrangements.

Who can collect your child?

It is assumed that parents/carers will collect their child on a daily basis. However, we recognise that in certain situations alternative collection arrangements may be required.

It is the parent/carer's responsibility to ensure that their child is collected from school by a 'responsible person'. For the sake of clarity we define a 'responsible person' as someone aged 16 or over. The suitability of this person needs to be considered by the parents/carers on a case by case basis, by a judgment of the potential risks of this arrangement; the maturity of the person collecting / child being collected; the length and nature of the journey home, the behaviour and relationship of the person collecting, to the child being collected.

If there are any special circumstances which may prevent you from being able to follow the above process, please speak to the Headteacher or Deputy Head.

In a situation where a person collecting does not appear 'responsible', as outlined above, a member of staff may contact the child's parents to gain further information before releasing the child into their care.

In order to ensure the safety of all children in our care, we are unable to hand over to any person other than you the parent/carer unless you have given us prior permission as outlined below.

Authorisation for other responsible people to collect a child:

Pre-authorised collection arrangements

Parents are asked to authorise other 'responsible' people who will be collecting their children from school on a regular or ad-hoc basis by completing the Pre-authorized Collection MS form (As outlined in Appendix A). This form should contain details of any responsible person who may be collecting your child from school during the academic year i.e. grandparents, child minder, auntie, family friend, fellow parent etc. Parents must also be listed on the form.

The school will issue this electronic MS form in the summer term for completion in preparation for the new academic year. It is the parent's responsibility to inform the school of any changes to their list of responsible people during the year. A child will not be released into the care of any person unless pre-authorized.

Changes to pre-authorized collection arrangements

We recognise that on occasions, a person who is not listed on the 'Pre-authorized Collection' form may be required to collect a child. In this instance the parents/carers must give verbal/written consent for another 'responsible' person to take their child home. This information will be recorded by the school on the Changes to Pre-authorized Collection slip. These slips are available via the school office. Once completed, slips should be handed into the relevant member of staff or school office. If parents/carers are dropping their child off at Larks they will be directed to the school office to complete a form.

Password / Safe Collection Word

A safe collection word is required as an identity check where the person is not known to the school and **all** parents/carers are asked to provide one. There might be an occasion where the person dismissing a class does not know the parents and in this situation they may need to use the safe collection word as an identity check on the parents/carers themselves. Parents / carers must ensure that all authorised people are aware of this safe collection word. Where an authorised person is unable to provide the correct safe collection word, the parents will be contacted to confirm identity. (Change of name from '**Password**' to '**Safe Collection Word**' to take effect from September 2023).

Late collection

Parents are asked to notify the school as soon as possible if there are any changes to their collection arrangements or if they are going to be late. Parents can inform the Early Years departments directly via the options on the main school telephone number. For main school children (Reception to Year 2) parents can call the school office up until 5pm. Between 5pm and 6pm the parents need to contact the Owls or Holiday Club team directly on their mobile number (07756 041322).

If a child is not collected at the end of their session / day, our staff will:

- Re-assure the child
- Check for any information about changes to the normal collection routines
- Attempt to contact the parents/carers at home/work/mobile phone
- Attempt to telephone emergency contacts

If the expected pick up time is before 6pm, the child will remain in Little Pilgrims, Kindergarten or Pre School for an additional session or be placed in after school care. The corresponding charge will be added to the next fee invoice issued.

Where a child has not been collected by 6pm (when the setting closes), and there has been no contact from the parents/carer, all contact numbers for the child will be called, in the order specified by the parent (this information is on iSAMS and a hard copy is also held in a file in the office). Parents must ensure that the school holds up to date contact details.

At all times, there will be a minimum of two staff present on site until the uncollected child is safely handed over to an authorised adult. Where there are other siblings within school the children will be looked after together.

Children will never be allowed to leave the premises with an unauthorised person and must never be taken home by a member of staff unless authorised to do so (permission must have been received in writing or actioned by Social Services).

If a child is consistently collected late, parents will be written to and / or invited into the setting to discuss the reasons for the late collection. Advice and support will be provided to the parents where necessary. If the issue persists, parents will be asked to make alternative collection arrangements to resolve the situation, and this may result in long day sessions and / or after-school care facilities being withdrawn.

The school reserves the right to charge £5 for every 5 minutes (or part of) which will be added to the fee invoice. This charge is to discourage late pick-ups and is not an optional facility offered by the setting.

Non Collection of a child

If the school is unable to contact the child's parents or anyone else listed as an emergency contact by 6:30pm, the Headteacher or member of the Senior Leadership Team (SLT) must be notified. During this time:

- Attempts should continue to be made to contact the parents/carers at home / work / mobile phone along with any other emergency numbers.
- The child will continue to be offered reassurance and support.

If no contact has been established with the parents/carers within one hour of alerting the Headteacher or member of SLT, the school will follow their child protection procedures, and contact the Local Authority Emergency Duty Team (EDT) on the out of hours number of 0300 300 8123.

A full report of the incident including action taken and calls made will be recorded on the iSAMS Wellbeing Module.

Once the situation has been resolved, it is important to establish how and why the circumstance arose and to ascertain whether there is anything that the school or parents could reasonably do to avoid a recurrence of this situation. It may be necessary to discuss with the parent steps that they could take to avoid recurrence e.g. ensuring that the school has current contact details etc. It will also be

necessary to review the procedures used to ensure that they worked smoothly and if necessary to amend for future incidents.

Factors that may compromise a parent/carer's ability to offer safe care

If the behaviour and presentation of an adult authorised to collect a child from school suggests that they are unable to offer safe care, steps must be taken to clarify the situation and assess the risk to the child.

Factors our staff should consider:

- Staff safety and the safety of the children in the building
- Talking to parent / carer to ascertain if they appear able to offer safe care for their child
- How is the adult presenting - are they staggering, speaking incoherently?
- Does the parent/carer's needs compromise the ability of parents to meet the child's basic needs? If so how?
- How do they intend to get home, how did they arrive at school with the child? Is the parent driving? Are they fit to do so?
- Is the parent/carer in sole care of the child? Can the adult identify another parent or supportive adult to be with them and the child?

If a member of staff is concerned about the parent/carers ability to care for the child based on the factors above and the school is unable to contact another authorised 'responsible' person, then a safeguarding referral to Children's Services is required.

The school should aim to retain care of the child whilst awaiting the advice of Police and Integrated Front Door. Schools do not have the authority legally to retain a child against a parent/carer's will; therefore if this is not possible, then the school should consider ringing for a Police welfare check on the non-emergency number, 101.

There may be occasions where an immediate, emergency call needs to be made to the police (i.e. 999) because it is judged that a child or another person (including staff) may be imminently at risk of serious danger.

Examples may include:

- where an intoxicated parent/carer is behaving violently or is threatening violence such that the belief is that the threats may be carried out thus compromising the immediate safety or care of a child, or;
- place others in danger by driving a car whilst unfit through alcohol or drugs

Extra-curricular activities

The same policy and procedures are applicable to out of school care, clubs and activities.

APPENDIX A: Pre-authorised collection form

The following information will be sent annually in June to parents. The text below will be put into the main body of an email with a Microsoft Form attached. A copy of the form is provided further below:

Email text:

Dear Parents,

Please note the attached MS form **must be completed by all parents by**

With regard to our Collection of Children Policy, we recognise that from time to time or a regular basis you may find it necessary for someone else to pick up your child from school. To ensure the safety of all of the children in our care, we are unable to hand over your child to any person other than you the parent/carer unless you have given us prior permission. If you wish to provide the school with a pre authorised list of 'responsible people' that have your permission to collect your child from school in your absence we would ask that you to list them on the attached Microsoft Form. Please note that in doing this you are giving your permission for the school to release your child into the care of any person on this list at any-time provided they are aware of the safe collection word. If you only want to have you (the parents) listed as the responsible people that is also acceptable.

We ask that you give careful consideration to the people listed and for the sake of clarity we define a 'responsible person' as someone aged 16 or over. The suitability of this person needs to be considered by the parents/carers on a case by case basis, by a judgment of the potential risks of this arrangement; the maturity of the person collecting / child being collected; the length and nature of the journey home, the behaviour and relationship of the person collecting / being collected.

You will be able to amend or update this list at any time should you wish to. We recognise that on occasion a person may be required to collect who is not listed on this form. In this instance you can inform the school verbally or in writing using the Changes to Pre authorisation Slip from the school office.

A safe collection word (previously known as password) is required as an identity check and will be asked for where your child is being collected by a person other than yourself and is unknown to the member of staff. It may also be used on parents themselves where they are unknown to a member of staff. **All parents** need to supply a safe collection word regardless of whether they are giving permission for additional responsible people to collect. Please specify your chosen safe collection word on this form ensuring that is something that you will remember and that it is not shared with anyone other than those listed on this form.

This information is collected annually. If you remember your safe collection word and would like to keep your authorised adults the same as the previous year, please choose the option at the top of the form.

Please complete a separate form for each child.

Microsoft Form:

Collection of Children - Mandatory Yearly Update

Yearly, we ask parents to update their **safe collection word** and **Responsible People** for collection. This is mandatory to complete to ensure the safety of the children.
Responsible People must include parents with permission to collect. You may wish to provide any other responsible people who can collect your child on your behalf. **Safe collection words** may be asked to any **Responsible Person**, including parents.

...

* Required

1. Please provide your child's name: *

Enter your answer

2. Please choose the relevant area for your child: *

- Little Toddlers
- Toddlers
- Kindergarten
- Pre School
- RBP
- RFC
- RNW
- 1GO
- 1JC
- 1FR
- 2TM
- 2MW
- 2BS

3. I remember my child's previous details and agree for them to stay the same. *

- Yes, I remember my child's safe collection word and responsible people and agree for them to stay the same.
- No, I do not remember them.
- No, I want to make changes.

4. Please confirm your updated **safe collection word**: *

NB:
Parents should provide a **safe collection word** whether or not they are the only responsible people collecting. A parent may be asked to provide a **safe collection word** by a member of staff, if the parent is

NB:

Parents should provide a **safe collection word** whether or not they are the only responsible people collecting. A parent may be asked to provide a **safe collection word** by a member of staff, if the parent is unknown to them.

Enter your answer

5. Name of Responsible Person and Relationship 01 *

e.g. Marge Simpson (Mother)

Enter your answer

6. Name of Responsible Person and Relationship 02 *

e.g. Homer Simpson (Father)

Enter your answer

7. Name of Responsible Person and Relationship 03

e.g. Patty Bouvier (Auntie)

Enter your answer

8. Name of Responsible Person and Relationship 04

e.g. Mona Simpson (Grandma)

Enter your answer

9. Name of Responsible Person and Relationship 05

e.g. Abraham (Grampa) Simpson (Grandfather)

Enter your answer

10. Name of Responsible Person and Relationship 06

e.g. Ned Flanders (Neighbour)

Enter your answer

11. Signed by: *

Enter your answer

12. Dated: *

Please input date (M/d/yyyy)



Submit

Collection of Children - Mandatory Yearly Update

Thanks!

Thank you for submitting your updated form. Please note, if you have more than one child at the school, you can use the **submit another response** link below.

[Submit another response](#)

APPENDIX B:

Main School – Changes to pre authorised collection arrangements available from the school office

Child's name: Class:

Name of person collecting:

Relationship to child:

Collection change date: Safe Collection Word:

Collecting at/from: (please tick)

3.30pm	Clubs (please specify)	Owls
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>

Message taken or form completed by: Date/time: /

- Slips for changes to collection at 3.30pm will be passed to the class teacher.
- Slips for changes to collection from Clubs or Owls need to be sent to the main school office and will be attached to the Owls or Clubs' register.

Child's name: Class:

Name of person collecting:

Relationship to child:

Collection change date: Safe Collection Word:

Collecting at/from: (please tick)

3.30pm	Clubs (please specify)	Owls
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>

Message taken or form completed by: Date/time: /

- Slips for changes to collection at 3.30pm will be passed to the class teacher.
- Slips for changes to collection from Clubs or Owls need to be sent to the main school office and will be attached to the Owls or Clubs' register.

Little Pilgrims/Kindergarten/Pre School - Changes to pre-authorized collection arrangements

Child's name: Room:

Name of person collecting:

Relationship to child:

Collection change date: Safe Collection Word:

Message taken or form completed by: Date/time: /

Child's name: Room:

Name of person collecting:

Relationship to child:

Collection change date: Safe Collection Word:

Message taken or form completed by: Date/time: /

Process for school purpose:

The Pre authorised form is sent out electronically in the June for the new academic year to existing parents. Pre authorised forms will also be issued to new children as part of their enrolment process.

Main school:

- The office will input the data onto the data base ready for September and will chase up any outstanding forms.
- Data from the pre authorised forms will be collated and used to create class and Clubs lists. Owls / Holiday club will be given a copy of all class lists.
- If there are any changes to pre authorised forms during the academic year these need to be updated on the data base and all relevant class and club lists need to be reissued. Owls and Holiday Club will also need updated lists.

Holiday Club:

- Parent / carers of Holiday Club children who do not normally attend Pilgrims and do not have a pre authorised form will be required to complete a Changes to Pre Authorised Collection slip if the parent/ carer is not able to collect.

Appendix X - Policy Change Tracking

Policy Name:	Collection of Children Policy
Owner:	Susan Quince
Ratified by:	
Last review Date:	Jan 2023
Next Review date:	Jan 2024

Date: 10/1/23

Comment:	
Pg 2 and 3	Gate to the Park – opening times changed (to take effect from after Feb half term 2023)
Pg 3	Main school gate timings altered to close at 8.40am. Reference to school timings being found in the parent handbook deleted
Pg 4	Change of vocabulary from 'password' to 'safe collection word' to be in line with vocabulary on Microsoft form. Vocabulary changed throughout the policy. Change of vocabulary to take effect from September 2023 within school community.
Pg 5	Change of charge from £5 for 10 minutes to £5 for 5 minutes for late collection.

Pg 7	Appendix A edited to reflect information to go in body of the email sent to parents each year with the Microsoft Form for the Pre Authorised Collection Form.
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Date: 03/02/22

Comment:	
	Kindergarten added as a separate Early Years department
	Daily timings chart: information added for Kindergarten
Pg 4	Changes to Pre Authorised Collection section updated for parents dropping off at Larks. Late collection section updated to include telephone contact procedures
Pg 5	Recording of an incident updated to include writing it up on iSAMS
Pg 6	'Children's Services' updated to 'Integrated Front Door'.
Pg 10	Processes for school section updated to reflect the new electronic format now in use.

Summary of changes Oct 2019:

- Minor update - tel numbers