



Pick-Up Arrangements Procedure

Rationale

Schools have a duty to safeguard children in their care. Having systems in place to make sure they are dropped off and collected safely is an important part of this. Safeguarding is at the heart of Windhill21's practice and this policy has been written to support children's safety at the end of the school day when releasing from the school premises. Through robust processes, procedures, and effective communication, Windhill21 is committed to maximising the greatest protection for our pupils thus minimising any risk.

Every school should have a procedure for late collection, of which all staff and parents/carers should be made fully aware.

Procedure

1. Communication of Regular Pick-Up arrangements

- At the beginning of each academic year, parents and carers are:
 - sent a letter outlining the 'After-school Pick Up Arrangements' – see Appendix 1
 - asked to communicate in writing regular release arrangements to the school using the following email address: admin@windhill.herts.sch.uk. The school will not accept verbal permissions or informal arrangements.
- Emails sent to the school regarding permissions and individual pick-up arrangements will be saved on the school's server.
- The individual arrangements are recorded on a class sheet, which is situated near to the exit classroom door on a class board. In years 5 and 6, this may mean that permission would be given by parents/carers for a child to walk home unaccompanied. In year 4, requests for a child to walk home unaccompanied will be discussed with the Headteacher or Pastoral Lead; once agreed, the arrangement will need to be confirmed in writing. All children in nursery to year 3 must be collected by an adult aged 18 or over from their classroom. (Exceptions to this will need to be discussed between the parent/carer and school). The school reserves the right to withhold permission for children to be released independently; this will be discussed with parent/carers as appropriate.

2. Parental Responsibility

- For children whose parent/carers have given permission to leave the school independently, parents and carers will be made aware that parental responsibility is passed back to parent/carers once their child leaves the classroom door.

3. Children in Nursery – Year 6

- At drop off, if a parent/carer gives permission for another adult to pick up their child at the end of the day then this will be recorded by the staff member on the classroom door and left next to the permission sheet so the Teacher or TA dismissing the children have a record. Parent/carers are allowed to choose a password if the authorised adult is unknown to teaching staff.

4. Change of pick-up arrangements for any child during the school day

- Parents/carers will be asked to email the school admin@windhill.herts.sch.uk regarding any 'on the day' change of arrangements, providing the name of the adult picking up and an agreed password (if desired), which they will need to give to the teacher before the child can be released. The details of email addresses and telephone numbers will be cross-referenced with contact information on the school's system by office staff.

- For any change of pick-up arrangements for any child during the school day, these will be recorded on an 'internal school orange slip' with the agreed password (if desired), which will be taken to the child's class and on the clipboard which will be located by the class exit door. Staff members will check the clipboards at the end of each day in case there is a change to a child's regular pick-up arrangements. Parent/carers are encouraged to inform the school of any change of pick-up arrangements by 2.45pm. Regular permissions will also be located at the class exits and updated regularly.

5. Procedure for Late Collections

In the event of lateness for collection the school will ensure that:

- Attempts are made to contact the parents/carers on the telephone numbers or email addresses they have provided;
- Attempts are made to call emergency contacts if parents/carers cannot be reached, so an authorised adult can come and collect the child;
- Records of late collections are kept. Records which relate to late arrivals to school will be scanned and stored on the school's server for 6 months;
- Children who are not collected on time will be brought to the school reception area. Parent/carers/authorised adult will be asked to sign their child out of school;
- If parents/carers are frequently late collecting their children, Windhill21 will meet with the child's parent/carer and/or send home a letter advising that they have concerns about the care the child is receiving and why;
- Parent/carers are responsible for ensuring that all emergency contacts details are kept up to date with the school.

6. Procedure if parents/carers appear unable to provide safe care for their child

- There may be times when the school is worried that the adult collecting a child is under the influence of alcohol or drugs, or their behaviour otherwise suggests that they may not be in a fit state to safely look after the child. In this case, the school may decide to:
 - contact another family member to collect the child;
 - record the incident as a potential safeguarding concern. Repeated instances of an adult appearing unfit to provide safe care may be discussed with children's social care. Schools do not have the legal authority to keep a child on the premises against a parent/carer's will. If the school has immediate concerns about a child's welfare and the parent/carer insists on taking the child, then the school will:
 - contact the police;
 - make a safeguarding referral to children's social care;
 - keep a full written report of the incident.

7. Procedure if a child says they don't want to go home

- If a child discloses that they do not want to go home because of abuse or neglect, then Windhill21 will follow their safeguarding and child protection procedures.

Communication of procedures and processes to all staff

1. Details of this procedure is included in the staff handbook;
2. Staff receive copies of letters sent to parents or any updates of procedure via email and in meetings;
3. Office staff reflect on practice in meetings, and this is fed back to the Headteacher and the Pastoral Lead.

Review of procedures

Procedures are reviewed in an on-going manner by the Headteacher and formally reviewed annually.

Appendix 1 - Letter to Parents/Carers

Communication of Changes in After School Pick Up Arrangements

As the new school term approaches, we need to ensure that we have the most up to date pick up arrangements for your child(ren).

If the pickup arrangements for your child are the same this year, there is no need to do anything. However, if the arrangements are changing, please email the new details to admin@windhill.herts.sch.uk. Verbal permissions, and informal arrangements will not be accepted.

Nursery, Reception, Years 1, 2 & 3

Release time

- Children are released from their classroom door at 3.15pm (nursery 11.30am/3.30pm) by a member of staff, in accordance with parent/carers permissions.

Communicating any long-term changes in pick up arrangements

- Parents/carers should inform the school office regarding any long-term changes in pick up arrangements by email - admin@windhill.herts.sch.uk

Any 'on the day' change of arrangements

- Please inform the school office either by email, phone or in person - providing the name of the adult picking up, (a password can also be used if the adult is not known to the school which will be needed to give to the staff member before the child can be released.) **Children must be collected by an adult aged 18 or over unless agreed by the school.** The school reserves the right not to release a child to a person under the age of 18.

Years 4, 5 & 6

Release time

- Children are released at 3.15pm and a member of staff will ensure they are released in accordance with parent/carers permissions.

Permissions

- If a parent/carers would like to give permission for their year 5/6 child to walk home by themselves, the school requires written consent. Parents are responsible for their children once they leave the classroom. All consents should be emailed to admin@windhill.herts.sch.uk.
- If a parent/carers wishes their year 4 child to walk home with their older sibling from years 5 or 6 or to be released independently, a discussion with Mrs Moore, Mrs Wood or Mrs Merrell will need to take place and once agreed, written confirmation will be required using the office email - admin@windhill.herts.sch.uk.

Any 'on the day' change of pick-up arrangements during the school day

- If your child is usually picked up by an adult, please inform the school office either by email, phone or in person - providing the name of the adult picking up, (a password can also be used if the adult is not known to the school which will be needed to give to the staff member before the child can be released.) **Children must be collected by an adult aged 18 or over unless agreed by the school.** The school reserves the right not to release a child to a person under the age of 18.

Please note that the school reserves the right to withhold permission for children to be released independently; this will be discussed with parent/carers as appropriate.

Late Pick-ups

- Children who are not collected on time will be taken to the school office.

Your co-operation with the above would be very much appreciated. However, if any parent/carers wishes to discuss their child's individual after school pick up arrangements, please do not hesitate to get in touch with either myself, Mrs Wood or Mrs Merrell.

Yours sincerely

Philippa Moore

Headteacher

Sept 2023