



Pick-Up Arrangements Procedure

Procedure Review

This procedure will be reviewed in full by the Full Governing Board every 3 years.

The procedure was last reviewed and agreed on July 2025

It is due for review in Summer 2028

Pick-Up Arrangements Procedure

1. Regular Pick-Up Arrangements

- Parents must email admin@windhill.herts.sch.uk with regular collection arrangements. Verbal or informal permissions are not accepted.
- Arrangements are saved centrally and recorded on class sheets near exit doors.
 - **Years 5 & 6:** Parents may give written permission for children to walk home.
 - **Year 4:** Independent release requires discussion with the Headteacher or Pastoral Lead and written confirmation.
 - **Nursery – Year 3:** Children must be collected by an adult aged 18+. Exceptions must be agreed in advance with the school.
- The school reserves the right to withhold permission for independent release, in consultation with parents/carers.

2. Parental Responsibility

- Once a child is released from the classroom (or allowed to walk home with written consent), responsibility transfers back to the parent/carer.

3. Daily Pick-Up for Nursery to Year 6

- If another adult is collecting, this must be recorded and signed for by the parent/carer.
- If the adult is unknown to staff, a **password** will be required before the child is released.

4. Changes to Pick-Up During the School Day

- Parents must email admin@windhill.herts.sch.uk for same-day changes.
 - Include the name of the adult collecting and a password if not known to staff.
- The office will verify contact details and issue an **internal orange slip** with the change and password.
- This slip is placed in a **transparent class wallet** by the exit door. Staff check these at the end of the day.
- Parents are asked to inform the school of changes by **2.30pm**.
- Regular permissions are also stored by class exits and updated regularly.

5. Late Collections

If a child is not collected on time:

- Staff will attempt to contact parents/carers using provided details.
- Emergency contacts will be called if parents cannot be reached.

- Late collections are recorded and kept on file for six months.
- Children will wait in the school reception area. The adult collecting must sign them out.
- Frequent late collections may lead to a meeting or written concern raised with parents/carers.
- Parents must ensure emergency contact details are kept up to date.

6. Concerns Around Safe Care at Pick-Up

If a staff member believes a collecting adult is unfit to safely care for a child (e.g., under the influence of drugs or alcohol):

- Another family member may be contacted.
- The incident may be recorded as a safeguarding concern.
- Repeated incidents may be referred to children's social care.
- If the adult insists on taking the child and staff believe the child is at immediate risk:
 - Police will be contacted.
 - A safeguarding referral will be made.
 - A full report will be written.

7. If a Child Says They Don't Want to Go Home

- Any disclosure indicating abuse or neglect will be dealt with in line with Windhill21's safeguarding procedures.

Staff Communication

- Updates are shared with staff via email and meetings.
- Office staff reflect on procedures in meetings and feed back to the Headteacher and Pastoral Lead.