

## Hereford Cathedral Junior School

### **PROCEDURES FOR THE ARRIVAL AND COLLECTION OF CHILDREN (INCLUDING PROCEDURES FOR WHEN A CHILD IS NOT COLLECTED ON TIME)**

**This policy applies to all pupils at Hereford Cathedral Junior School including those in our EYFS settings.**

Our school has the highest regard for the safety of the children in our care – from the moment they are welcomed into school to the moment they depart at the end of the school day.

This policy is divided as follows:

- A. Nursery & Pre-prep children
  - B. Years 3-6
  - C. Procedures when a child is not collected on time
- An appendix covers the school's registration procedure.

#### **A. Nursery & Pre-Prep children**

1. Under no circumstances are children allowed off the premises with anyone other than authorised collectors specified to the school.
2. Parents must name the authorised collectors of their child before the child starts school. If there are any changes to these arrangements parents need to inform the school immediately either by contacting the school office or the class teacher. The school may ask for a photograph or introduction to the new "collector" to ensure they know by sight who is collecting each child. It is the parent's responsibility to ensure the school knows who will be picking up their child. If anyone other than an authorised collector is collecting permission must be given by the methods stated above. This includes children being collected by other children's parents.
3. If there is a specific legal reason why a specified person should not to be allowed to collect a child, written instructions must be provided to the school by the parents/carers or legal guardians so the school is fully informed. The school may request a photograph of this person.
4. If in an emergency a parent asks for an unauthorised collector to collect the child that day, the school may ask the parent the child's date of birth and also ask the collector as a security measure. If the collector is unknown to the school, the collector may be required to pick the child up from the school office.

**Hereford Cathedral Junior School & Nursery, 28 Castle Street, Hereford, HR1 2NW.**

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5. It is the parent's responsibility to ensure the safe collection of their children at the end of the school day by providing the school with the correct and up to date information.

### **Arrival/Departure Times for Nursery**

The Nursery door is opened at 8:30; parents and children are met and welcomed by a member of staff, who records their time of arrival on Nursery premises, the children then put away their coats, snacks and drinks. The children and parent/carer then go into the Nursery classroom where activities are laid out for the children to choose from. Other Nursery staff are in the room to welcome and help settle the children. Parents may pass on any information to any of the staff at this time. Parents leave via the fire exit door which is manned by a member of staff during arrival and collection times. The front door is closed at about 8:55 when most of the children have arrived. Children play for a little while and are then asked to tidy up ready for registration. Any later arrivals can ring the bell and are met at the front door.

The number of children present is counted and any absentees are noted. The children present and absent are recorded, if children are absent the office is contacted to see if a message has been received.

For those children who are attending Nursery for half a day, parents collect from the front door at 1 pm. The time of collection is recorded.

At the end of the day, a member of staff opens the front door at 3:15 pm. Parents enter Nursery via this door and collect their children from Nursery staff. The time of collection is recorded.

### **Arrival/Departure Times for Pre-Prep children**

The Moat is a secure area with the gates to Castle Hill kept locked during the day. For arrival, the gates and doors to Pre-Prep are opened at 8.30am and the children are expected to be in class for registration by 8.40am. All teachers are in their area ready to receive children before the start of the school day. Parents may also enter via the entrance on Castle Street, entering the Moat from the playground.

The school day officially ends at 3.35pm and staff are on duty until 4:00pm. Parents enter the Pre-Prep via the Castle Hill gates and collect their child from the member of staff in their child's classroom.

To make it easier for parents to collect children from different sections of the school there is a staggered system of collection times. At the end of the day, Nursery opens its gates at 3:15 pm and the gates to Pre-Prep on Castle Hill are opened at 3:30pm.

For those children who attend after school clubs the collection procedures are different. At the end of the club the member of staff running the club will take the children to the front of Number 28, Castle Street. The member of staff will wait with the children and hand them over to their parents.

Phoenix Club operates until 5.30pm and all normal collection procedures apply.

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## **B. Years 3-6**

By the time the children move into Year 3, the school encourages the children to be independent in terms of their arrival and collection from school.

1. The children are seen off the premises at the end of the school day (3.35pm) by the duty staff. The children are released with the knowledge that if there is no known adult waiting to collect them, they are to return into school, either to the class teacher or the main school office, where there will be members of staff available to support them. At this point the school will make every attempt to contact parents and the children will be under the supervision of school staff and therefore safe.
2. If in an emergency, a parent phones and asks for an unauthorised collector to collect their child that day the school will ask the parent the child's date of birth. In the case where the collector is unknown to the school, the school will ask that the child is picked up from the school office and the appropriate security question will be asked.
3. If there is a specific legal reason why a specified person should not to be allowed to collect a child, written instructions must be provided to the school by the parents/carers or legal guardians so the school is fully informed. The school will request a photograph of this person.
4. In the case of school sporting events/visits etc. it is the parents' responsibility to inform the school who will be picking up their child if it is someone other than the authorised collector.
5. In some cases, parents have made the choice for their children to walk home by themselves at this stage in their school life. Please use the appropriate form, available from the school office and as a download from the school website. (See Walking Home from School policy).

### **Arrival/Departure Times for Years 3-6**

Doors are open at 8.30am and the children are expected to be in class for registration at 8.40am. The school does not take responsibility for children left at school before 8.30 and a 'Breakfast Club' is provided (for which there is a charge) for those needing to be left before the start of the school day. Those children arriving on school transport are either taken to the Breakfast Club or into the school library.

Members of staff are on duty from 8.30am ready to receive children in their class areas at that time. The school day officially ends at 3.35pm. Staff are on duty until 4pm (4.30pm when clubs are operating). Phoenix Club operates until 5.30 and all normal collection arrangements apply.

Periodically the school will request updates from parents regarding all issues of safety, be they contact details, collection details or medical information. These requests appear in school newsletters or separate information letters to parents. At all times the responsibility remains with the parents to keep the school informed of any changes to arrival, collection or other procedures.

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### **C. Procedures for when a child is not collected on time**

In the event that a child is not collected within the normal collection time staff will apply the following procedures:

At all times we will ensure that the child receives a high standard of care in order to cause as little distress as possible. The child will be cared for by a member of staff known to the child and we undertake to look after the child safely throughout the time that he or she remains under our care.

Children who are not collected from the swimming pool are brought back to school with the rest of their year group.

#### **NURSERY**

If a child is not collected when the other children have gone home a member of staff will first telephone the school secretary to see if a message has been received. If a message has not been received the member of staff will try and contact the parents using the contact list telephone numbers. If the parents cannot be contacted staff will try and contact other named contacts on the child's records. Staff will remain with the child at all times, they may be taken to Phoenix club if there is room.

#### **PRE-PREP**

Children who are not collected in the Pre-Prep are taken to the member of staff on late duty by their class teacher and any messages are relayed to the member of staff on duty.

#### **JUNIORS**

At the end of the school day (3.35pm) children who are not collected in Juniors by 4.00PM are taken back into no 28 and initially held in the entrance hall whilst enquiries are made. The member of duty staff will contact the school secretary to see if a message has been received from the child's parents. If no message has been received then staff will try to contact parents via the contact telephone numbers.

If the child is awaiting collection following an after school club, staff will wait a maximum of 15 minutes.

The member of SLT on duty will be informed if staff are unable to contact parents. If space is available, children will be placed into Phoenix Club, for which a charge will be made (see published rates) and parents informed so that they may collect from there. Should no space be available in Phoenix, the member of staff responsible for the child should contact the member of SLT on Duty via the 'duty phone' and arrange for the child to be handed over. In the absence of any other option, in an emergency a member of staff may be required to supervise a child until parents are able to collect.

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## **NO RESPONSE FROM PARENTS**

If there is no response from the parents contact or emergency numbers within a 1 hour from the closure of Phoenix (5.30pm), a member of the SLT will contact our local authority children's social services team and the school will act upon their instructions. In such cases, a full written report of the incident will be made and other authorities may be informed.

The school will charge parents for additional hours worked by staff.

Last review date: August 2018

Reviewed by: CMW

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## Appendix: Registration Procedure

### INSTRUCTIONS FOR FORM TEACHERS (NURSERY TO YEAR 6)

Form teachers register their class at 8.45am using ISAMS. Present marks should be entered for children seen – absences to be left blank by teachers for Nurse/office.

### EXAMPLE OF CODES

| Key to codes as defined on iSAMS                    |                                     |   |
|---|-------------------------------------|---|
| / Present (AM)                                      | I Illness (not medical/dental appt) | T Traveller absence                                 |
| \ Present (PM)                                      | L Late (before reg closed)          | V Educational visit                                 |
| B Educated off site (no dual reg)                   | M Medical / Dental                  | W Work experience                                   |
| C Other authorised circumstances                    | N n/a                               | # Planned whole or partial school closure           |
| D Dual Registration (attending other establishment) | O Unauthorised circumstances        | Y Unable to attend due to exceptional circumstances |
| E Excluded  | P Approved sporting activity        | X Non-compulsory school age absence                 |
| G Family Holiday (not agreed/days in excess)        | R Religious observance              | Z Pupil not on roll                                 |
| H Annual family holiday (agreed)                    | S Study leave                       | - All should attend / No mark recorded              |

- Children arriving after 8.45am are signed late 'L' in the register by the School Nurse or School Office.
- Absence messages received by the school office from parents are given to school nurse. Any messages for Nursery are passed on.
- School nurse runs absence sheet from ISAMS with appropriate codes for staff notice board. 'O' entered for any unexplained absences for code to be added later.
- The school nurse double checks that any child marked absent, not explained, is not in school by going to the classroom in case child has arrived
- A list of absences is put in the fire box in case of a fire alarm, and for children leaving school authorised for medical appt. etc. the details are written on the list in the fire box.
- An ISAMS text message is sent to the parents of any unexplained absences as soon as possible.
- A follow up call made to parents if no response from text using any other numbers /work numbers on file.
- If the absence remains unexplained at midday the matter is referred to the Head or Deputy Head (options include: contact with MASH if there are current concerns, or requesting a Police safe and well check).

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Planned absences require authorisation from the Head and a form is completed by the parent and signed by the Head. Copies are kept in the pupil file. Example attached.

**These procedures were updated May 2018, to incorporate advice received from MASH (15.5.18)**