



Dated: March 2023

Review Date: March 2024

### **Collection Policy**

It is Manorway Independent School's policy to only hand over a student to the parent/carer whom we personally know, or to someone who has been authorised in advance to collect a student by the parent/carer. All parents/carers are made aware of this policy and asked to personally introduce us to any other person who may be required to collect the student.

If in the event of an emergency, or some other incident whereby a student needs to be collected by someone we are not familiar with, the procedure is as follows:

The parent/carer is required to give the name and description of the authorised collector. The collector on arrival at the school must have with them personal identification such as a driving licence or passport along with a signed letter from the parent/carer if possible. Identification has to be shown before the student is allowed to leave, if this is not possible as long as the person is able to quote the student's collection password, they will be able to collect the student.

If a member of staff is not entirely satisfied with the identification, the school reserves the right not to hand over a student until a further check is made with the parent/carer.

If in exceptional circumstances, you are delayed and likely to be late collecting a student at the end of the school day, please ring the school office. If you do need to make arrangements at short notice with Manorway Independent School, please also contact the school office.

### **Collection Password:**

On admission to Manorway Independent School, all parents/carers will be given a password or will choose a password of their choice. If the primary carer is unable to collect the student, then in such instances the primary carer should notify the school of who will be collecting the student.

Tips for the Collection Password:

- Choose a password that is easy to remember, but hard to guess.
- The password must be one word and contain no numbers.
- Make sure that if someone else is collecting the student, they know your collection password. This includes other family members, or friends.
- The only people that will have access to the pickup passwords are the teachers and office staff.
- If you forget the pickup password, only the person who registered the student will be given the password again.
- No student will be released to a non-carer without the password.

## **Late/Non-Collection of students**

### **Aim**

We aim to provide a safe and caring environment. In the event that a student is not collected or delayed, they will be reassured in order to cause as little distress as possible. In the event that a student is not collected by an authorised adult, we put into practice the agreed procedures, unless an agreement to walk home alone has been obtained.

### **Methods**

#### **Late Collection:**

- Parents/carers of students starting school are required to provide specific information which is recorded on the student's registration form and include information about any person who does not have legal access to the students.
- On occasions when parents/carers or the persons authorised to collect the student are not able to do so, such as the student visiting a student's house after school or attending an after-school club, they should write the names of the person collecting their student on the board located in the classroom or through a letter to the class teacher.
- On occasions when parents/carers are aware that they will not be at home or their regular workplace they need to leave alternative contact details with the staff.
- In the event that the parent/carer is running late or has made alternative collection with a friend/relative they should ring the school to advise us of those changes so that both the teacher and student are aware.

If it appears that there have been no alternative arrangements made for the collection of a student by the parent/carer, the school staff should take the following steps:

- Attempt to phone the parents/carers that are given on the student's form.
- Attempt to contact any other adults identified as emergency contacts on file.
- Attempt to contact any other's parents/carers who are known to the family to gather information on the student's whereabouts.
- All reasonable attempts are made to contact the parents or nominated carers or emergency contacts.
- The student does not leave the premises with anyone other than those named on the registration form and names written that day on the collection board.
- If no one collects the student after one hour and there is no one who can be contacted to collect the student, we apply the procedures for uncollected students.
- The student will remain with the class teacher or teaching assistant, unless running a club and then they will stay with the Head teacher.

#### **Procedure for non-collection:**

- Where the student is at the school, the student is taken to the office and the teacher should stay with them until they have been collected or until a member of the school Office /Senior Management Team takes responsibility for the student.
- Parents/carers are contacted at home, work and on their mobiles. If we are unable to contact them messages will be left and the emergency contact will be contacted.
- If this is unsuccessful all authorised adults detailed on the student's registration documents will be contacted.
- All reasonable effort is made to contact the student's parents/carers.
- The student does not leave the premises with anyone other than an authorised person
- If no-one collects the student after one hour from the school, and there is no-one who can be reached, we apply the procedures for un-collected students.

**Procedure for where no parent can be contacted:**

Medway social services department would be contacted.

- In exceptional circumstances the police will be called.
- The student will stay in the care of a Senior Manager until the student is safely collected either by the parent/carer or a social worker. At the end of the working day the Head teacher or her representative will assume responsibility for any remaining students.
- Social services will continue to attempt to contact the parent/carer and, if unable to do so, will take the student into the care of Medway Council.
- No staff member will ever go to look for a parent.
- No staff member will ever take a student home with them.
- A full written report is recorded in the student's file.
- Depending upon the circumstances of the incident: we reserve the right to charge an additional fee to cover the hours worked by the staff of £25 for each additional fifteen minutes the School remains open. This is necessary as staff will need to be paid overtime.