



Norfolk House School

Child Collection Policy

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1. Aims

- 1.1. This is the Child Collection Policy of Norfolk House School (**School**).
- 1.2. The aims of this policy are:
 - 1.2.1. to ensure that children are collected safely by their parents or properly authorised adults;
 - 1.2.2. to set out the steps which must be taken in the event that a child is not collected.

2. Scope and application

- 2.1. This policy applies to the whole School including the Early Years Foundation Stage (**EYFS**).

3. Regulatory framework

- 3.1. This policy has been prepared to meet the School's responsibilities under:
 - 3.1.1. Education (Independent School Standards) Regulations 2014;
 - 3.1.2. Keeping Children Safe in Education (KCSIE), (DfE updated September 2025)
 - 3.1.3. Early years foundation stage (EYFS) statutory framework for group and school-based providers (DfE, Sept 2025);
 - 3.1.4. Education and Skills Act 2008;
 - 3.1.5. Children Act 1989;
 - 3.1.6. Childcare Act 2006;
 - 3.1.7. Data Protection Act 2018 and General Data Protection Regulation (GDPR); and
 - 3.1.8. Equality Act 2010.

The following School policies, procedures and resource materials are relevant to this policy:

- 3.1.9. Safeguarding and Child Protection Policy;
- 3.1.10. Missing Child Policy
- 3.1.11. Behaviour and Discipline Policy;
- 3.1.12. Risk Assessment Policy for Pupil Welfare; and

3.1.13. Staff Code of Conduct.

3.1.14. Separated Parents Policy

4. Publication and availability

4.1. This policy is published on the School website and in the Virtual Staffroom.

4.2. This policy is available in hard copy on request.

5. Definitions

5.1. Where the following words or phrases are used in this policy:

5.1.1. references to the **Proprietor** are references to the Board of Directors of Norfolk House School Limited;

6. Responsibility statement and allocation of tasks

6.1. The Proprietor has overall responsibility for all matters which are the subject of this policy.

6.2. To ensure the efficient discharge of its responsibilities under this policy, the Proprietor has allocated the following tasks:

Task	Allocated to	When / frequency of review
Keeping the policy up to date and compliant with the law and best practice	Head of Pastoral Care	As required, and at least termly
Monitoring the implementation of the policy, relevant risk assessments and any action taken in response and evaluating effectiveness	“ “ “	As required, and at least termly
Seeking input from interested groups (such as pupils, staff, parents) to consider improvements to the School's processes under the policy	“ “ “	As required, and at least annually
Formal annual review	Proprietor, Headmistress, Head of Pastoral Care	Annually

7. Parents /carers and emergency contacts

- 7.1. Prior to a child commencing at the school, and at the start of every academic year thereafter, parents / carers are asked to confirm the following in the Pupil Information Form:
 - 7.1.1. The home address and telephone numbers of the parents / carers;
 - 7.1.2. Details of the parents' / carers' places or work;
 - 7.1.3. The names and contact details of at least two emergency contacts who are authorised to collect the child; the nature of their relationship to the child; and a password which must be provided to school staff.
- 7.2. If there are any changes to the above, parents / carers are asked to inform the School immediately.

8. Other authorised adults

- 8.1. In the event that none of the parents / carers and emergency contacts are able to collect the child, the following procedure must be followed:
 - 8.1.1. the parent / carer must contact the school as soon as possible and provide the full name of the adult who is to collect the child, together with details of their relationship to the child;
 - 8.1.2. the parent / carer must provide the school with a password that will be known only to the parent / carer, the adult collecting the child and the School;
 - 8.1.3. the adult who has been authorised to collect the child will be asked to provide the following before being granted access to the school premises:
 - (a) their full name;
 - (b) photographic proof of identity;
 - (c) the agreed password.
- 8.2. Photocopies will be taken and retained of the documents which provide photographic proof of identity and address.

9. Non-collection of children

- 9.1. When a child is left in school after 3.30pm they will be placed in After School Club and the supervising staff will be notified;

- 9.2. If the child has still not been collected by 6.00pm, the supervising staff will notify the Headmistress / a member of the Senior Leadership Team who will attempt to reach the parents / carers and emergency contacts on all available telephone numbers.
- 9.3. After School Club ends at 6.00pm, but the staff will remain with the child whilst continuing to make contact with the parents / carers and emergency contacts.
- 9.4. In the unlikely event the child is still on the premises at 7.00pm, the Headmistress (or in her absence the Deputy Headmistress) shall contact in the first instance Children's Advice and Support Service (CASS), operated by Birmingham Children's Trust, on 0121 303 1888 (during office hours) or the Emergency Duty Team on 0121 675 4806 (outside office hours). They will refer the call to children's social care if necessary.
- 9.5. On no account is a member of staff to take a child to their home at any time. After the incident has been brought to a satisfactory conclusion, a full incident report will be written by the staff concerned.
- 9.6. The parents of the child shall be liable to pay the Late Collection Charge, details of which are available on the Scale of Fees published on the school's website.

10. Training

- 10.1. The School ensures that regular guidance and training is arranged on induction and at regular intervals thereafter so that staff and volunteers understand what is expected of them by this policy and have the necessary knowledge and skills to carry out their roles.
- 10.2. The level and frequency of training depends on role of the individual member of staff.
- 10.3. The School maintains written records of all staff training.
- 10.4. Staff will be trained to understand the types of disabilities and how to deal with pupils who are disabled. Staff will not be expected, unless medically qualified or trained, to administer medication.

11. Risk assessment

- 11.1. Where a concern about a pupil's welfare is identified, the risks to that pupil's welfare will be assessed and appropriate action will be taken to reduce the risks identified.
- 11.2. The format of risk assessment may vary and may be included as part of the School's overall response to a welfare issue, including the use of individual pupil welfare plans (such as behaviour, healthcare and education plans, as

appropriate). Regardless of the form used, the School's approach to promoting pupil welfare will be systematic and pupil focused. Please see clause 6 for details of the individuals with responsibility for carrying out, monitoring, implementing and reviewing the effectiveness of risk assessments under this policy.

12. Record keeping

- 12.1. All records created in accordance with this policy are managed in accordance with the School's policies that apply to the retention and destruction of records.
- 12.2. The information created in connection with this policy may contain personal data. The School's use of this personal data will be in accordance with data protection law. The School has published privacy notices on its website which explain how the School will use personal data.

13. Version control

Date of adoption of this policy	January 2020
Date of last review of this policy	5.3.26
Date for next review of this policy	5.3.27
Policy owner (SLT)	Head of Pastoral Care
Policy owner (Proprietor)	Chair of Directors