

**THE ROCHE SCHOOL**  
**Answering the Door & Collection of Children**

*This policy which applies to the whole school is publicly available on the school website and upon request a copy (which can be made available in large print or other accessible format if required) may be obtained from the School Office.*

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| <b>Responsible Area</b>             | Jonny Gilbert |

### **Answering the Door**

The person who answers the door must always identify the caller. If the caller is not known, the person must seek the caller's identity and purpose of call and employment card if applicable. Never allow anyone unknown into the building if you are not satisfied of their identity and purpose. No child is allowed to open the main door to anyone. All callers must be directed to the School Office to sign the Visitors Record Sheet.

The door of the building and to the nursery should be kept locked when not in use.

### **Visitors and Workmen**

Any visitors, college assessors or workmen must complete and sign the Visitors Record Sheet on arrival and on departure from the school. Please note that the Headteacher or School Secretary should inform staff of any expected visitors in the daily staff briefing. Maintenance work should be carried out as much as possible out of school hours. If unable, a member of staff may be assigned to accompany workmen until work is completed. Where maintenance staff are well known to the school, and have the relevant enhanced DBS clearance, it has been deemed acceptable for them to carry out their work without constant supervision.

### **Authorised Collectors of Children**

Parents are asked to inform us about any authorised collectors other than the child's parents or regular carers. The parents are asked to introduce us in person to any other authorised collector e.g.

*The Roche School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is our aim that all children fulfil their potential*

au pair, nanny, grandparents, aunts/uncles etc. As well as phone numbers for parents, the school should also have contact numbers for any other authorised collector.

In our start letters parents are informed of our collection procedures and that any sudden changes should be emailed to the class teacher or emailed/phoned through to the office to pass on. In Lower School, parents can also write in the child's message book which is checked every day.

The class teacher must ensure that all arrangements have been passed on and noted by the late class supervisors if the children are not collected at the usual time. Please also see The Roche School Late Collection Policy.

### **Persons prohibited from collecting children**

If a different and unknown person attempts to collect a child and the school has not been informed of this, the parents' permission must be sought by contacting them **before** the child is allowed to leave.

Some children may not be allowed to come into contact with members of their own family and in this case a confidential register must be kept which includes names and details about the family members with whom that child is forbidden contact. In the event that this happens the child's primary carer must be informed of the incident immediately and the DSL notified so that they can handle the issue in line with Safeguarding practice and procedures.

Teachers and teaching assistants must receive permission from parents and cannot make arrangements based on the child's word.

### **Collection of children**

If a child is uncollected, The Roche School's staff have a duty to stay with any uncollected child at the end of the day, until an authorised person has collected the child.

The child will be placed in late class until 4.30pm. Then the late class staff will inform the office staff of those children who have not been collected and any arrangements that are in place for their collection other than their parents/usual authorised person. All children must remain waiting on the

seats outside the office and a member of staff will call the parents of the child. After 4.30pm, children must still be signed out.

Children should never be taken to another classroom or club where they are not registered. The member of staff must not allow the child to be dismissed to an unauthorised person, even if the collection is late, unless an authorised person has telephoned the school to state that because of an emergency or unforeseen circumstances, a different person will be collecting their child. The authorised person should give their name and address and a physical description of the unauthorised person and the Head teacher, School Office or member of staff on duty in the office should check the description given before allowing the child to be dismissed.

Older siblings should not be uncollected even if a younger sibling is in a club finishing after 4.30pm.

Please see The Roche School Late Collection Policy for more detail on the process followed.

**We undertake to look after the child safely throughout the time that he or she remains under our care.**

#### **Relevant Policies**

This policy should be read alongside the following:

- EYFS Pupil Supervision Policy
- Supervision Policy
- **Safeguarding and Child Protection Policy**
- Child Missing in Education & Attendance Policy
- Late Collection Policy

The safety of all children must be ensured at all times. With this in mind the following procedures must be adhered to.