St Peter's Catholic Primary School

'Christ at the Centre'

Late Collection Policy

Approved by:	The Governing Body	**Date:**	November 2026
Last reviewed on:	October 2025		
Next review due by:	November 2028		

Overview of Policy for Review	
Origin of Policy	'The Key' website – recommended West Wimbledon School
New/existing Policy	New
All changes tracked	Not applicable

Policy aim:

• To ensure the prompt collection of all children from the school
• To ensure the safety and well-being of children at St Peter's Catholic School;
• To enable staff to attend training, meetings and carry out professional duties.

Collection of children at the end of the school day

It is the responsibility of parents to collect their child(ren) on time at the end of each school day. St Peter's recognises that it has a statutory duty to safeguard and promote the welfare of pupils, and that this duty extends to having arrangements in place for dealing with children who are not collected at the end of a school day, or at the end of an authorised activity.

On admission to the school, parents are asked to provide:
• Names and full addresses of parents (and confirmation of parental responsibility);
• Home and work telephone numbers;
• Mobile phone numbers;
• Two emergency contacts who may be called in the event of the parents being unobtainable or in the case of an emergency

It is the responsibility of the parent to ensure this information is updated annually or whenever circumstances change. Parents are reminded regularly to update contact details if they have changed. If a telephone number does not work or a letter is returned "with not known at the address/doesn't live here" we follow this up at the earliest opportunity with the parent.

Change of Collecting Adult

Periodically, the School sends out a letter asking parents to update emergency contact details for at least two adults or more who have permission to pick up the child at the end of the day. This information is collected and updated on Arbor to allow the School to know who they are releasing a child to.

If an adult who is not named on Arbor attempts to collect the child, the School will, for matters of safeguarding, need to contact a parent to confirm whether they are genuine and do have permission to collect the child.

Parents are reminded that any changes to normal collection arrangements (e.g. child going on a playdate, being collected by another parent) should always be detailed in an email/letter to the School Office or the child's class teacher/club leader by noon.

Suitable Person to Collect for School

It is essential that parents nominate a responsible person to pick up their child if they are unable to do so themselves. It may well not be deemed appropriate for another older, primary school-aged child (or early secondary school aged child) to have this responsibility, and it would be a judgment call based on the age and maturity of any other young person nominated to collect who is under the age of 18.

If staff feel that the person collecting a child may be under the influence of either alcohol or drugs and the safety and well-being of the child may be compromised, the School's Designated Safeguarding Lead or any member of the Senior Leadership Team will be contacted to assess the situation and decide whether the adult concerned appears able to take responsibility for the child.

If the judgment of the Senior Leader is that the child might be at risk, alternative appropriate action will be taken and this might include contacting another person named on the emergency contact list or another suitable member of the family to collect the child. If another emergency contact or family member is not available then the School will consider contacting Hampshire's Children's Social Care or the Police.

In the case of relationship breakdown between parents and/or guardians, unless there is a court order (which the School must have seen a copy of) or there are any identified child protection issues preventing one parent having contact with a child, the school is unable to deny a parent's right of access.

Action if a child is not collected

If a pupil is not collected at the end of the school day or after attending after school clubs, (and there is no prior written parental consent for the pupil to walk home alone), the school puts into practice agreed procedures. These ensure the pupil is cared for safely by an experienced and qualified adult who is known to them.

If a child remains uncollected at the end of the school day, the child is taken by the teacher or TA to office reception and they should then follow the procedure below.

The teacher or appropriate member of staff will:

1. Use 'Arbor' to check whether the child is usually in an after-school activity that night and may have just forgotten to attend (if applicable).

2. Check 'Arbor' and office staff to see whether a phone call, email or note has been received.

3. Write the child's name in the late collection record.

4. If a parent has not made contact or arrived by 3.45pm (or 15 minutes after the end of a club), the school office will attempt to make contact with parents.

5. If the parent cannot be reached, the emergency contacts provided will then be called. Contact numbers are kept on the School's Management Information System (Arbor).

6. If a parent has not made contact or arrived after an additional 15 minutes, a further phone call will be made and a member of the senior leadership team will be informed.

7. At 3.45 any uncollected children will be accompanied to the After School Club in the hall. This is intended as a last resort (Monday-Thursday).

Procedure if a child is collected late by less than 45 minutes.

On many days, teachers have professional development or professional meetings and cannot look after children who are not collected on time. Because of the additional administrative and supervision costs, the Governors impose a late collection charge- linked to the After School Club fee for children who are not collected from school by 3:45pm without prior notification.

On the first occasion of late collection at or after 3:45pm, the school will send a formal warning letter that charges will be levied in relation to any subsequent occasion of late collection.

On the second occasion when a child is not collected by 3.45pm (and after a warning letter after the first occasion), parents will receive a charge for the full use of After School Club.

The charging procedures contained within this policy will not be followed where school trips, visits or journeys have caused the late arrival of children back to school.

We ask parents to call the School Office if they are running very late to help appropriate provision to be made and children can be kept informed (please note that calling will not exempt a parent from any late charges).

Procedure if a child remains uncollected after 45 minutes.

This aspect of the policy relates to the school's statutory duty to safeguard and promote the welfare of pupils, and operates for every situation where a parent or carer cannot be contacted within 45 minutes of the end of the school day/club/activity.

In the case of a pupil not being collected and no contact being made by the parents with the school or the school being unable to make contact with one of the emergency contacts within 45 minutes of the end of the day/end of the club/activity, the School will ring either Police (101) or Hampshire Social Care team to discuss the situation and ask for advice. This will allow the Social Care Team to begin to plan for the possibility that they may need to make arrangements for the alternative care of the child.

Discretion should be used with the above procedures in exceptional circumstances such as major disasters or unexpected early closures. Under no circumstances should staff take the pupil home with them.

'After School Club' provision

All parents are expected to collect their children promptly by 6pm for the After School Club.

We ask parents to call the After School Club phone if they are running late to help appropriate provision to be made and children can be kept informed (please note that calling will not exempt a parent from any late charges). Should a parent be late for collecting form the After School Club (by 6pm) a late payment charge of £10 per child will be made.

Other extra-curricular clubs provision

If a child is uncollected after an activity club or at the end of the school after school childcare (and office staff have gone home) the supervising adult should assume responsibility for attempting contact with the parents or emergency contacts, informing a member of the senior leadership team.

For extra-curricular clubs uncollected children will be accompanied to the After School Club after 15 minutes and a full payment for use of the After School Club provision will be made.

If the club has no school staff nor After School Club available they are expected to make contact with the parents via their own contact list and to follow this policy, including contacting Hampshire's Children's Social Care or Police 101. All letting leaders have the contact details of key senior leader team personnel and will contact them immediately when they become aware of a late collection

Provision for late collection on a Friday

There is no After School Club provision on a Friday. Any children who are not collected remain in the office foyer until the last person in the office leaves, handing responsibility for the child to the most senior member of staff on site. All previously mentioned procedures to contact parents will be made.

If a child remains uncollected after 45 minutes staff will follow procedures listed above on p4, contacting police 101 or Children's Social Care as there is no After School Club provision available. Following 3.45pm a charge of £5 per child per 15 minutes will be made.

Safeguarding Considerations

Frequent late collection of a child from school may give cause for wider safeguarding concerns for the child. In all instances, the first step would be a discussion with the Designated Safeguarding Lead (DSL). For parents or carers who repeatedly fail to collect their child(ren) on time from the school or after school childcare facility, meetings with the parent/carer should be set up to address this.

Consideration should be given to making a referral for Early Help at this time (referring to the multi-agency additional needs descriptors at https://www.hampshirescp.org.uk/documents/hiow-thresholds-chart to help determine levels of need and which may indicate if a referral should be made to MASH.)

If this fails to improve the situation, contact with Children's Social Services can be made through the Hampshire Multi-Agency Safeguarding Hub.

They can give advice and guidance to schools, settings and childcare providers about any concerns in this area and can advise when a referral to Children's Social Care may be appropriate.