

# GREAT CHART PRIMARY SCHOOL

## Late Collection Policy

October 2025



### ***A Great Place to Discover and Learn***

#### **Vision Statement**

**A respectful community where we thrive and achieve our full potential as confident life long learners**

#### **Mission Statement**

**Preparing for life in our ever changing world, by providing opportunities to develop core values and a love of learning**

*Our core value is Respect*

*Our termly values: Team work, Ambition, Responsibility, Resilience, Kindness & Independence*

## **Late Collection Policy and Procedures**

We will aim to provide a safe and caring environment. In the event that a child is not collected or delayed, they will be reassured in order to cause as little distress as possible. We will inform parents/carers of our procedures so if they are unavoidably delayed they will be aware of procedures being followed. In the event that a child is not collected by an authorised adult (person over the age of 16 who has been nominated by the parent/carer) we will put into practice the agreed procedures

### **Impact of late collection**

Repeated or extended late collection places emotional stress on children and can lead to feelings of anxiety and confusion. It also has operational implications for the school, including the need for additional staff supervision beyond contracted hours, and concerns over the child's safety and care.

### **Contact Information**

Parents are asked to provide specific information which is kept on our Management Information System (ARBOR):

- Home address and telephone numbers of parents/carers
- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from the school i.e. childminder, relative, neighbour
- Information about any person who has been denied legal access to the child.
- Information about who has primary responsibility for the child.

Parents are responsible for updating this information via the ARBOR Parent Portal.

When there is a change to the end of the day arrangements we ask that parents inform either the school office or the class teacher.

### **Procedures for late collections**

If children are not collected at the end of the day we follow the following procedures:

- In the event that the parent/carer is running late or has made an alternative collection with a friend/relative they should ring the school before the end of the school day to advise us of those changes so that both the teacher and child are aware.

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

- Messages are checked to see if there are any changes to the end of day arrangements
- Parents/ carers are contacted at home or work
- If this is unsuccessful other authorised adults are contacted
- In the meantime the child will wait in the classroom with adult supervision (or in the office area once staff leave)

### **Charges for late / non-collection of children**

The school governing body has the power to impose a charge on parents or carers who fail to collect their child from school within a reasonable time after the close of the school day or after school activity.

The governing body accepts that it is the responsibility of the school to ensure parents and carers are notified of the timing of the school day or after school activity and also when those times are varied for a specific event or date.

The timings of the school day can be found on our website:

<https://www.great-chart.kent.sch.uk/parents/school-day/>

(The timings of school clubs will be made available on the club letter)

The governing body has decided that, where children are not collected from the school within ten minutes after the school day or after school activity ends, this will be monitored with a view to imposing a fine to the child's parent/carer after the second occasion.

The school accepts that a variety of emergency situations can arise due to unforeseen circumstances and will ensure that the charge is not imposed on the parent where there is a genuine unforeseen emergency. Notification must be given to the school as soon as the situation arises or when collecting the child.

### Charging Arrangements

On the second late collection, without reasonable excuse, the parent/carer will be sent a letter via email reminding them to collect their child from school at the appropriate finish time for their child's year group (see the school collection times below). If the child is collected late a third time (within a 6 week period), an invoice will be issued as follows:

- The purpose of the charge imposed is to meet the additional costs in salary and resources that the school incurs from the late collection.
- In cases where a child is not collected within ten minutes of the end of the school day or after school activity a charge of £10.00 will be made to the parent/carer and then further charges up to the value of £25.
- The parent will be issued with an invoice and expected to pay within the date set on the invoice.
- Failure to pay will lead to further action being taken.
- If the child has not been collected after one hour (4.15pm) and no contact has been made or arrangements agreed we will follow our Child Protection Procedures for uncollected children and will contact Social Services and or the police.

<b>EYFS finish time 2:55pm</b>	<b>Late collection after receiving a warning for previous late collection</b>
3:05pm- 3:15pm	£10
3:15pm- 3:45pm	£15
3:45pm- 4:15pm	£25
After 4:15pm	Social Services or the police informed

<b>Y2, Y3 and Y6 finish time 3pm</b>	<b>Late collection after receiving a warning</b>
3:10pm- 3:20pm	£10

3:20pm- 3:45pm	£15
3:45pm- 4:15pm	£25
After 4:15pm	Social Services or the police informed

<b>Y1, Y4 and Y5 finish time 3:10pm</b>	<b>Late collection charges after receiving a warning</b>
3:20pm- 3:30pm	£10
3:30pm- 3:45pm	£15
3:45pm- 4:15pm	£25
After 4:15pm	Social Services or the police informed

**After School Club Late Collections (school run clubs only).** Clubs run by external providers will have their own arrangements.

Late collection from a club will be from 4:25pm and charges will be as follows:

<b>Clubs finish at approx 4:15pm</b>	<b>Late collection charges after receiving a warning</b>
4:25pm- 4:35pm	£10
4:35pm- 4:45pm	£15
4:45pm- 5pm	£25
After 5pm	Social Services or the police informed

### **Collecting a child on someone's behalf**

The school never releases a pupil into the care of another adult who is not a family member or named emergency contact without the consent of their parents. If parents wish for their child to be collected by another party who does not have parental responsibility, they must contact the school office or speak to a member of staff.

In an emergency, verbal consent may be given for an agreed person to take their child home. Verbal consent must include a full physical description of the person, unless they are already known to the school staff. A password will be requested to ensure the identity of the person collecting the pupil is the individual arranged by the parent.

Staff members who are unsure of an adult's identity will ask to see identification. If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:

- The pupil's parents will be contacted for further advice.
- A member of the SLT will be made aware of the situation.

- If the pupil's parents are not contactable, the standard procedure for uncollected pupils will be followed.
- Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

### **Procedures when a child is not collected from school**

Whenever a parent fails to collect a child from school, or an activity at the expected time, or a parent/carer:

- The school will maintain a record of incidents where parents do not collect children from school
- This will be brought to the attention of the Headteacher, member of the SLT or Designated Safeguarding Leader.
- The Headteacher, member of the SLT or DSL will then make every effort to contact the parent/carer.
- If the child has not been collected and it has not been possible to contact a parent or named carer by 4:15pm (or 5pm for a school run club) a phone call will be made to KCC Children's Social Services or the police
- Children's Social Services or the police will give school advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If there are any concerns about the welfare of the parent/carer, Children's Social Services will ask the local police to visit the home address.
- If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected. If there is a genuine reason for the relative/carer being unable to do this, Children's Social Services will liaise with the school about arrangements for the child to be taken to the address.
- Any child welfare concerns arising out of such incidents will be dealt with in accordance with the child protection procedures of the school.
- In making decisions, Children's Social Services and the school will prioritise interim care arrangements that best meet the child's personal emotional needs.
- If their attempts to contact a parent/carer remain unsuccessful three hours after the normal end time of the school day, Children's Social Services will normally make a decision to assume care of the child and arrange for him/her to be taken to a place of safety.

Model template letters (drafts):

Dear Parent / Carer of .....

I am writing to you regarding the number of times your child has been collected late from school this term.

Your child has been collected late on \_\_\_\_\_ or more occasions this term.

It is the parents' responsibility to ensure children are collected on time and being collected late is very distressing for the child/ren concerned. If your child continues to be left uncollected after the end of the school day, the governing body has agreed that charges will be incurred. In cases where a child is not collected within ten minutes of the end of the school day or after school activity a charge of £10.00 will be made to the parent/carers and then further charges up to the value of £25. (*Please refer to the Late Collection Policy- attached*)

You will then be issued with an invoice and expected to pay within the date set on the invoice. Failure to pay will lead to further action being taken.

If all reasonable attempts have been made to make contact with parents, carers or any other nominated person, and these have failed then the school will contact the police and / or the Children's Social Care Team.

The school will keep a record of incidents where parents/carers do not collect a child from school or are late for no explanation or good reason, or where there are repeated incidents. If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Child Protection Policy and Procedures.

This letter is intended only to make you aware of the problem so you can begin to address it. I look forward to an improvement in the situation.

Yours sincerely

Headteacher

Dear Parent/ Carer of.....

(Child) was not collected from school on (date) and we were unable to contact you or the emergency contact(s). As a result, in order to safeguard the welfare of your child, the school was obliged to implement the procedure for children not collected at the end of the school day (*please refer to the Late Collection Policy- attached*). I am sure that you will appreciate the importance of providing for your child in these circumstances. I hope that the reasons for your child not being collected are not serious, but would ask you to contact the school as soon as possible to discuss the matter further.

Yours sincerely,

Headteacher