

Late Collection Policy



September 2026

To be reviewed 2027 or as required

Aims

- To ensure the prompt collection of all children from the school
- To ensure the safety and well-being of children
- 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. The school 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 managing 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/carers provide:

- Names and full addresses of parents/carers (and confirmation of parental responsibility)
- Home and work telephone numbers
- Mobile phone numbers where appropriate
- Two emergency contacts who may be called in the event of the parents/carers being unobtainable or in the case of an emergency
- It is the responsibility of the parent/carer to ensure this information is updated annually or whenever circumstances change

If a pupil is not collected at the end of the school day, at the end of a curriculum club or the end of wrap around care, the school will make contact with parents, or anyone on the child's emergency contact list if parents are unavailable.

The late collection policy will operate to the following, from the end of the school day:

- School finishes at 3.30pm.
- Teachers and children will remain in the playground until 3.45pm.
- At 3.45pm children will be taken to the late room and remain under the care of an allocated supervising adult.
- The supervising adult will check with office staff to see whether a phone call or note has been received.
- If a parent has not made contact or arrived by 3.45pm, a member of school staff will make every effort to contact the parent.
- If the parent cannot be reached, the emergency contacts provided will then be called. Contact numbers are kept in the office and on the School's Management Information System (Arbor).

Procedure for when a child is not collected by 3.30pm:

- On the first occasion, a record will be kept and the parent/carer will receive a fine warning letter.
- On the second occasion, the parent/carer will receive a fine in accordance with the charging system and will be asked to meet with a Designated Safeguarding Lead to establish what support can be offered to avoid further late collection. (£5 per 5 minutes).

- On the third occasion, the parent/carer may be referred to the attendance services or to Hackney Children and Families Services for additional support.

Procedure for late collection from curriculum clubs finishing at 4.30pm:

- All clubs finish by 4:30pm. Children must be collected by the agreed time stated on the permission slip.
- On the first occasion, a record will be kept and the parent/carer will receive a fine warning letter.
- On the second occasion, the parent/carer will receive a fine in accordance with the charging system and will be asked to meet with a Designated Safeguarding Lead to establish what support can be offered to avoid further late collection. (£5 per 5 minutes).
- Late collections for clubs will be reviewed termly. When a child is not collected at the agreed time, the parent/carers may lose their right to club participation.

Procedure for late collection from wrap around care finishing at 5.45pm:

Attendance at wrap around care is booked and paid for in advance of the service need.

- On the first occasion, a record will be kept and the parent/carer will receive a fine warning letter.
- On the second occasion, the parent/carer will receive a fine in accordance with the charging system and will be asked to meet with a Designated Safeguarding Lead to establish what support can be offered to avoid further late collection. (£5 per 5 minutes).
- On the third occasion, the parent/carer may be referred to the attendance services or to Hackney Children and Families Services for additional support.
- Late collections for wraparound care will be reviewed termly. When a child is not collected at the agreed time, the parent/carers may lose their right to club participation.

Procedure if a child remains uncollected after 45 minutes

The school holds a statutory duty to safeguard and promote the welfare of pupils, and this operates for every situation where a parent or carer cannot be contacted within 45 minutes of the end of the school day/curriculum club/wrap around care.

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 school day/curriculum club/wrap around care, the school will ring Hackney Children and Families Services (Social Care) 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.

Change of Collecting Adult

Periodically, the School sends out a letter asking parents to update emergency contact details for up to three named adults who have permission to pick up the child at the end of the day. This information is collected and updated to allow the school to make a quick and informed decision if somebody less familiar seeks to collect a child.

If an adult who is not named on the consent form 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 shared with the school office or the child's class teacher.

Child missing at end of school day

In the unlikely situation a child goes missing from school site at the end of the school day / curriculum club / wraparound care, the following process will be followed:

Alert raised	• Timescale of missing window established. • Staff holding dismissal responsibility look around immediate area.
Child not found after 5 minutes	• A member of the school admin team informs the DSL whilst wider school and grounds are searched. • Search of immediate area surrounding the school coordinated by the lead DSL, including route home if appropriate.
Child not found after 8 minutes	• If appropriate to age group and situation call home of parent/carer to ascertain if child has gone home alone. • Inform parents of situation if not already contacted
Child not found after 10 minutes	• If the child is not located then police called on 999, giving the following information: • Child's name • Child's date of birth • Home address • Other addresses given by parent/carer for emergency contact • Contact details for a minimum of three people who are responsible for the child • Child's ethnicity • Child's religion • Information on special educational need • Health information (e.g. medication, allergies)
After call to police	• Advice from police followed

Related Policies

- Attendance Policy
- Safeguarding Policy
- Parent Partnership Policy
- Equal Opportunities Policy
- SEND Policy
- Complaints Policy

Appendix 1

Dear Parent/Carer,

RE: Late Collection 3.30pm

[INSERT] Primary School would like to remind you that our teaching time finishes at 3:30pm for children in Nursery to Year 6. Teaching staff aim to have children ready for collection by 3:35pm at the latest.

Whilst we understand that emergencies happen, we are not able to provide childcare once the teaching day is over without compromising our staffing ratios and provision for parents who have paid in advance for extended day services. If a parent is late picking up their child we have a fine system in place of £5 per every 5 minutes per child.

If you have received this letter it means that the next time you are late to pick up your child, you will be issued with a fine. This letter counts as advanced warning and payment will be expected on collection.

As a matter of safeguarding and duty of care, should late collection be 45 minutes or longer, we are obliged to report this to Hackney Children and Families Services.

We thank you for your co-operation in this matter and if you have any questions about this please speak to the office.

Yours sincerely,

Dear Parent/Carer,

RE: Enrichment Clubs Late Collection 4.30pm

[INSERT] Primary School would like to remind you that our enrichment clubs finish at 4.30pm for all children. It is expected children are collected on time.

Whilst we understand that emergencies happen, late collection compromises the welfare of the child and means that staff have to remain on school site beyond their working hours. If a parent is late picking up their child we have a fine system in place of £5 per every 5 minutes per child.

If you have received this letter it means that the next time you are late to pick up your child, you will be issued with a fine. This letter counts as advanced warning and payment will be expected on collection.

In addition and as a matter of duty of care, should late collection be 45 minutes or longer, we are obliged to report this to Hackney Children and Families Services.

If there are repeated incidents of late collection, the school may withdraw the right to future enrichment club bookings.

We thank you for your co-operation in this matter.

Yours sincerely,

Dear Parent/Carer,

RE: Wrap Around Care Late Collection 5.45pm

Southwold Primary School would like to remind you that our wrap around care finishes at 5.45pm for all children. It is expected children are collected on time.

Whilst we understand that emergencies happen, late collection compromises the welfare of the child and the staff member who remains onsite to supervise. If a parent is late picking up their child we have a fine system in place of £5 per every 5 minutes per child.

If you have received this letter it means that the next time you are late to pick up your child, you will be issued with a fine. This letter counts as advanced warning and payment will be expected on collection.

In addition and as a matter of duty of care, should late collection be 45 minutes or longer, we are obliged to report this to Hackney Children and Families Services

If there are repeated incidents of late collection, the school may withdraw the right to book a space within the provision.

We thank you for your co-operation in this matter.

Yours sincerely,